

2015 City of Austin Community Survey – *Appendix A: Open-Ended Comments*

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Submitted to the City of Austin, Texas by:

ETC Institute
725 W. Frontier Lane,
Olathe, Kansas
66061

January 2016



Overview

At the end of the survey, respondents were given the option of providing written comments. The survey read as follows: “If there was ONE thing you could share with the Mayor regarding the City of Austin (any comment, suggestion, etc.), what would it be?”

While the results in this Appendix are not statistically valid, they provide useful insights for interpreting the reasons behind citizens’ survey responses. The results were recorded verbatim, so spelling and grammatical errors have not been corrected.

- Have more parks and sidewalks.
- Provide more low income housing in Austin and keep property taxes lower in gentrified areas of the city that force residents out of their homes.
- More consistent updates to traffic on major roads.
- Taxes are getting steep. Expect higher level of services in all areas.
- Affordable housing and improving traffic.
- Enforce local codes/ordinances for residential properties have more code enforcement out.
- These MVU big boxy ugly developments are a disgrace.
- Replace the current city manager.
- Build things in other areas other than downtown.
- More help to disabled people.
- Please develop a city wide resolution to traffic congestion without focusing on public transportation.
- Stop giving the city money to music/business organizations.
- Please improve efficiency of permitting process.
- Please fix South First Street. There are so many potholes.
- Too much attention to special interest and not general public.
- Get the traffic fixed.
- More safety in school and streets during nights and more lights in neighborhoods are too dark.
- You are doing fine.
- A better and easier communication channel for building plan with timeline.
- Traffic in Austin and fixing major roadways.
- Stop the bike lanes. They make congestion worse. Why coddle the jerks who already think they own the road. Bike lanes reinforce that opinion.
- Really wants to open the swimming pool at Dittmar soon.
- Electricity and garbage pickup are very expensive.
- Above ground rail - I am constantly told too expensive (by city/county) with no evidence showing throwing more money into roads is better than a separate system that does not cross roads.
- Enforce rules for neighborhoods.
- City has become too compact. Families of mid/business income moved out due to high taxes and elders can't afford it. Too many catering to yuppies with high income.
- Hire more police, firemen and EMS.

- Remove cap metro and get mono-rail for city above streets.
- Improve fairness and equal services among neighborhoods.
- Give police Chief Art Acevado a pay raise. He deserves it.
- 3 hour limit for downtown meter parking makes a working musicians night challenging. Can't always jump off stage to refill meter. Should be extended to at least a five hour limit.
- We must have a strong initiative to provide housing that is affordable to citizens who make minimum wage.
- We need more lanes in our major highways.
- Traffic is awful. Take out the curbing for bikes especially along slisle creek. Please do a better job of maintaining roads.
- Traffic.
- Please publish the results of this survey. Include who it was sent to and the response rate.
- The city has prioritized visitors over quality of life for citizens. All these things add up and now it isn't any fun to live here. Crowded, expensive and overhyped.
- Rental prices feel like extortion. Rates are becoming unaffordable simply because of demand, not because of increased value.
- Make free programs more visible to the public.
- Stop spending money on projects that the majority of Austenite's neither want or need.
- Acquire more green areas to remain for parks and etc.
- Taxes are too high.
- Get rid of all the bike lanes.
- Have mercy on the old and retired.
- City streets need to be cleaner and more often stricter on home owners who don't cut their grass in the summer time. Homeless people not to sleep under the bridges; they leave trash on the streets as well.
- Please put speed bumps on our street before child gets hit. We live on Adirondack Trail and have tried to get them for years.
- Quit bringing more people to Austin.
- Work on traffic.
- Keep the grass cut in East Austin.
- Address the traffic problems.
- Please take action to support affordable housing for low and moderate income families who are being priced out of Austin.
- Why are a lot of positions posted only for department employees? The requirements are high for an administrative position, yet the current COA administrative employees don't have half of the requirements that are requested in the job postings.
- Time for the mayor to live up to his campaign pledge to go after a homestead exemption on property taxes.
- Expedite the horrible traffic with solutions.
- Affordability, diversity, success as a city.
- I want to hand water my lawn and wash my car.
- Keeping neighborhoods quiet and clean and uncongested.
- Maintain the streets; stop the world from using Austin as just another beer joint with 20 hour happy hours.

- Traffic/roads need to be priority.
- Taxes are going to encourage us to leave.
- Rising rent costs.
- Bad traffic.
- Even services out to all neighborhoods. 78758 does not get a fair shake. Slow police response.
- City doesn't plan for growth.
- Fix highways. Help traffic flow more efficiently.
- I would appreciate reality and accountability. Hold city employees responsible for actions. The city council needs to look around. We are not all wealthy.
- Please expand public transportation rail options and increase walkability.
- Keep Austin affordable. Majority of workers cannot afford to live in Austin.
- Please improve the streets and list a number to call for the city to repair damage to cars.
- Make light rail more accessible to places people want to go to. Do not allow additional toll roads.
- Seeing a police presence around the city is comforting.
- Better downtown parking.
- Austin is in desperate need of roads to help with traffic that are non-toll.
- Too expensive for most.
- Slow down growth and development.
- Please address our traffic problems.
- Light rail system. More public transportation.
- More city employees does not fix a problem. Attitude does.
- When the city makes decisions, top priority should be given to the poor in our neighborhoods/communities.
- Control the number of apartment buildings in Austin.
- The N Austin area needs better parks. Quall Creek's equipment is old and needs to be replaced. The city school parks are a disgrace. Cook Elementary was without a playground all year. Woodhard equipment needs to be replaced.
- Affordable housing.
- We need better coordination of public transportation with special events such as extended metro rail hours for VT games, ACL, blues on the green, etc.
- Work on traffic.
- Expand central I-35
- City bikes do not pay street usage fees and get away with too much.
- East and west side quality of life should be of equal importance.
- The creek in back of my house is clean, the grass is cut and tree limbs picked up.
- Need affordable housing for MHMR residents.
- Utility prices are too high with inadequate services.
- Street repair.
- Lower electric bills and property taxes on people living on fixed income.
- Continue Austin energy customer assistance programs.
- Lower taxes. East Austin people angry and newcomers make Austin more expensive.

- Please preserve Austin's character and diversity. This is important to people who have lived here since 2004.
- Property tax for senior/retired.
- Keep going, you are doing good.
- Trash in front of houses, old cars out of circulation on front yards, addition to houses w/o permits and trash cans in front of houses.
- Transportation infrastructure needs improvement.
- Better control of noise pollution.
- Good job city of Austin but there is always room for improvements.
- Need more bulk trash pick-up at homes.
- Tax big business to pay for road work. Stop giving big business tax breaks. We have enough people living here.
- We pay too much for unneeded services like buses and trains.
- Why are some code violations not given any breaks and others who have repeatedly been reported are completely ignored and left rat infested.
- Please invest in efficient infrastructure upgrades/solutions.
- Limit noise from clubs. Rethink noise ordinances.
- Please have police officers enforce all traffic laws to include turn signals for all lane changes and turns.
- City employees stopping at taco places during working hours. Not just one, but many.
- Traffic. There is no infrastructure in place for large city growth.
- Please maintain the libraries and parks at the highest level.
- Improve/clean waterways mainly Lady Bird Lake, after heavy rain it becomes a complete mess.
- Concentrate on basic city services. Be frugal with my tax dollars and have fewer bike lanes. Clean up police department. They are our public servants.
- Equalize property taxes between commercial and residential.
- Affordable housing.
- Make McCallum a magnet.
- The myopic view of transportation infrastructure held by city planners is our city's biggest liability. Big problems require big solutions, but this doesn't mean adding more freeways covering Austin in highways will not solve the traffic disaster that is this city.
- Traffic on I-35.
- Encourage adoption of pets.
- The city needs to provide more financial support for parks maintenance.
- Thoroughly educate all Austenite's on energy conservation and water conservation and provide and require all to conserve both through incentives, usage fees, etc.
- The condition of streets in the core is awful. Developers should be made to pay for the mess they make during construction.
- More will be said than done.
- More housing within city for low and moderate income.
- Fix the buses.
- Keep working on traffic flow.

- I'm not against higher property taxes, but would like to see that translate to improvements in school facilities, better pool hours/season at neighborhood pools, etc. Also - I'm concerned about the decline in the city's population.
- Please improve water quality and urban area traffic.
- A lot of times, police officers are given a hard time. They need to be more involved in the communities they patrol.
- I would like there to be more public pools and parks, also more clean streets more roads to prevent traffic.
- Film and television incentives.
- Quality of living outdoors is an important part of Austin's attraction.
- Let's look at how we can keep Austin feeling small even though it's growing.
- Increase programs/support for at risk youth.
- Plan for growth better.
- Homeless coming into our neighborhood safety for the elderly living alone, and thank EMS, Fire Department for their quick response.
- Computerize the traffic lights.
- I wish our city had more bike lanes, and better public transportation like subways.
- Stop making laws that make no sense.
- Ambulance takes a very long time to assist the people you need and are very rude.
- I wish neighborhoods had better sidewalks and access to close supermarkets, post offices, etc.
- The living expenses due to property taxes are becoming too high to maintain a healthy living situation in Austin. I love Austin and would hate to leave because of the rent being too high.
- Take better care of the homeless and get them off the streets.
- Realize there is more to Austin than downtown.
- Repair the roads, reduce the bike lanes and stop tolling existing road. Don't toll IH 35.
- Please work hard to preserve Lions Municipal Golf Course in its current form. Development may be inevitable, but UT can be brought to compromise.
- Improve CODS enforcement.
- Affordable housing. Austin is getting too expensive to live here. Planning on moving. Even though I love it here, as a teacher, I cannot afford to live here.
- City government should be about taxes, safety, infrastructure not social issues.
- Please lower taxes and make housing affordable.
- More protection at schools.
- Traffic keeps deteriorating because of excessive growth.
- Stop allowing all this residential development our city is over populated.
- Neighbors shouldn't be allowed to turn in people for grass being too long when the rain suddenly appears while other places go unseen.
- Clean up downtown. Get rid of dangerous 6th St crime and bums.
- Too much concentration on growth without streets and other infrastructure.
- No sidewalks on busy streets.
- There are many good people living and working in Austin. It's a great city. Keep up the good work.

- Pick up recycling each week, just like garbage.
- Reduce property taxes 20%. It's killing my retirement plans.
- Bigger airport.
- I would like to encourage a study of allowing citizens that capture water as a tradeoff for impervious cover requirements.
- Please pick up yard waste collection on time so it doesn't have to sit in the streets for five days. Please pave our streets so I don't have to sell the sedan for an SUV.
- Stop adding to utility bills. Keep Austin affordable for seniors.
- The future of Austin should be fair for all ethnicities public school finances, quality of teachers in our neighborhoods and housing.
- Too much growth.
- We need a PR campaign instructing people how to cross streets. Too many car/pedestrian accidents because people are jay walking.
- A better highway system is very much needed.
- Utility prices are getting out of control.
- Change COA codes/ordinances so any new construction must provide sidewalks. End fees in lieu of sidewalks.
- Please address the problems of a homeowner having so many problems getting building permits.
- Time the lights on Bee Cave and on 360.
- City growth. Build roads first before building.
- Property tax is too high.
- Racial discrimination.
- Traffic.
- I would love a nice and clean new playground.
- Very dissatisfied with the way the city handles wastewater billing.
- Put a cap on utility rates during the summer.
- I'd like more security.
- There is way too much low income housing and not enough mid-income housing.
- Beware of losing Austin's unique vibe.
- Please help deal with traffic, especially on 360 highway.
- The city is growing too fast.
- Get rid of the fluoride in the city's drinking water.
- Capitol metro buses have reckless drivers.
- Lower prices for East Austin homes so that the people who live there can buy a home within their budget.
- Need more help for seniors to repair homes so we can stay in them. Cost of living is too high. So many seniors would love to stay in their homes.
- Please find a better way to serve homeless population other than concentrating services in the downtown entertainment district. It is unsafe.
- The traffic street sign system is terrible. Key business or building markers are terrible. Sign marking is unfriendly. One has to know where he is going pretty well because signs are not really helpful.

- Spend a little time in each community/neighborhood to visually see the issues going on. Improve jail information so people won't be arrested for things they already did time for.
- Everything seems to revolve around downtown, specifically our tax dollars. This needs to change and be more equitable.
- Don't raise tax on seniors who have lived here for a long time.
- Please fix the traffic problem in Austin.
- In every town/city in the U.S. people of color have less status and are treated with little respect.
- Please show more respect for inner city families with regard to noise, events, parking, sidewalk repair, quality of life issues.
- Permitting nightmares. System is broken. Total lack of communication.
- Enforce zoning and fix electricity and water.
- Traffic laws weren't meant to be broken.
- Training for blacks for jobs.
- Coordinate lights better to help the traffic flow.
- Invest in libraries, parks and services that support the working class, otherwise there will be no one to do the work of running our city.
- Need some focus on planning traffic.
- Property taxes are too high.
- We desperately need to preserve our historic neighborhoods with the city taking the lead in creating local historic districts.
- Please stop giving away tax free stuff to large businesses.
- Need stronger police presence.
- Fix the traffic.
- We pay taxes in our maple run area, but do not have street lighting like all other neighborhoods.
- Please keep Austin livable. Too many high rises. Downtown is getting very impersonal. Limit people who rent out homes for short periods. It's ruining neighborhoods. Keep single family neighborhoods in the downtown area. Keep the golf course downtown.
- Our parks was maintained much better by MVD before we were annexed.
- Program to help the senior citizen low income.
- We need roundabouts instead of stop signs and stop lights.
- Remove the street corner beggars. This is a capital city.
- Strict enforcement of traffic laws.
- Deport illegal immigrants.
- Young people drinking. Austin encourages and influences people to drink.
- Sidewalks on E MLK Jr. Blvd and complete streets.
- They need a new senior center which should provide indoor swimming and a small heated pool.
- Make provisions for job opportunities for the lower class to be able to provide for their families.
- To keep our main highways and intersections clean of trash and try to keep homeless from trashing so many intersections.
- Austin energy needs to improve all around productivity and effectiveness.

- Encourage Austenite's to stay in Austin. It's grown into an outsider's town.
- More public transportation options.
- Please do what is necessary to help seniors on providing more low or affordable housing.
- With the influx of new people moving to Austin, the trash has increased. Some cities are spotless. Why can't we follow their example. Also, more visible ad campaigns.
- Why are so many high rise buildings being constructed when we have water shortage.
- I don't know how to make the city more affordable, but gentrification and high property taxes may rob me of neighbors and the ability of my children to live in city of Austin.
- Think about impact of big apartments and condos on traffic.
- Quality of life in Austin is high. Do not support tolls, but more support for public education.
- We must keep investing in infrastructure. Soon we will be one of the ten biggest cities in the U.S. let's act like it.
- Work on mass transit to promote affordable housing.
- Help with the high cost of property taxes.
- I have contacted the city to replace my thermostat for an energy saving thermostat provided by the city. None was provided. The trees touch power lines and city never came to cut them. I paid 200 dollars to cut them by private contractor. The replacement of lead paint program never came through. I am currently paying out of pocket to fix my home without the help of the city of Austin.
- There should be enforcement of single family homes.
- Educate children on recycling.
- Concentrate on maintenance of streets and facilities, not new services.
- Rude police officers.
- Improve traffic from construction.
- Find better venue for marathons.
- Public transport.
- Improve traffic flow.
- Please be prompt in approving traffic signals in areas where daily accidents can be minimized.
- The appearance of Austin would be much improved if there weren't hobos/transients/pan handlers on every intersection.
- We need mass transit not more roads.
- Put more money towards reducing traffic.
- End sanctuary city for illegal aliens.
- Don't give into big businesses. Austin is losing its quaintness of the past and now is following in the path of big cities. The citizens who made Austin can no longer afford to live here anymore. Austin has lost its flavor of the past.
- We are considered a bike friendly city. Traffic is a mess as well.
- Natural resources need to be a concern.
- Need to get property taxes under control or retirement won't be possible here.
- Smooth the roads and put up lights.
- This city seems to cater to the tourists with minimal interest in improving the life of residents.

- Anytime a resolution does not pass it always comes back until it passes. I believe we should move on.
- The traffic flow between Windsor Park and Mueller needs to be reconsidered.
- The twenty-five miles per hour is not working here.
- Have fewer festivals.
- Better 200 and Aquarium.
- Biggest issue is traffic signals. They need to be timed so traffic can flow all the way to I35 and to Mopac. All parks that are city operated need to have the same services and amenities across the board.
- Traffic and congestion is terrible.
- Please reduce commute times in Austin. I have and will vote for any transportation plan that helps.
- The appearance is that the Mayor is concentrating on political correctness instead of reducing taxes and improved traffic flow.
- Stop allowing developers to ruin this city, smart growth not uncontrolled growth.
- Make transportation a major priority and getting homeless people off the streets.
- Wages should keep up with inflation. Please do your part to ensure this.
- I'm trying to fix my house up with new window, and a new fence. The code department cost is too much for permit.
- Hold the line on property taxes. Prioritize needs.
- The streets are a mess and traffic is terrible.
- Put bus stops where they need to be. Make roads for big trucks.
- Stop interrupting the flow of traffic with calming devices.
- Require all downtown delivery trucks to enter for deliveries between midnight and six in the morning. Require all trucks on I 35 passing through Austin to take 130 toll road to relieve traffic congestion on I 35 during rush hours for local residents.
- Continue to focus on core public services.
- The APD officers need extensive training in non-aggressive community police work to cultivate less confrontational police interactions. I find them prone to escalate situations and they need better accountability.
- My home floods. It does so because the city is slow in taking action to improve conditions for storm water to empty faster and in larger volume from the street I live on into a creek. The street I live on has no drains.
- Stop making it impossible to live in Austin for people who were born and raised here, all to make a dollar off of people moving to TX. DISGUSTING!!
- Austin traffic, way out of hand. Make toll roads free around the city. Send all 18 wheelers outside I-35. Make better loops around the city. Austin traffic is a nightmare.
- Please remain politically neutral. Keep working on improving city traffic. It is scary right now!
- Quit hiring consultants to tell you what we need. Try us.
- Traffic needs to improve.
- Fix the I-35 and Mopac traffic problem.
- Traffic! COA needs comprehensive, forward-thinking strategy to address traffic issue. Poor planning has led to gridlock and toll roads are not the answer. Property tax relief!!
- Clean Boggy Creek on Tillery?

- I don't have any complaints. I have lived in Austin all of my life and I like it.
- The city and schools are segregated. Find ways to improve diversity.
- Make Austin a walkable city outside of downtown!! Traffic, help it's a beast.
- I love Austin but I am extremely disappointed in the way Austin has mismanaged our growth and lack of planning for slow and steady growth.
- Improve public transportation to cut down on traffic.
- Signage on freeways/expressways and frontage roads is really confusing, sometimes missing.
- I voted for the mayor and he seems to be doing an excellent job thus far. Hope the city council meetings are still shorter!
- Austin should do more to partner with AISD to promote social services and should do more to include people with intellectual disabilities.
- Make Austin affordable.
- Please help us with traffic! Provide incentives to rail, bike, walk, bus.
- Get rid of type 2 commercial short term rentals. Also stop randomly allowing development in 78702!!!
- I have loved Austin. And now it's so crowded - traffic is terrible! We are moving in January to a smaller city.
- Parking for customers should be required for all new commercial business ventures. Ex: Rainey St.
- Mr. Mayor please keep us in mind, our property tax is too high!
- Thank you for sidewalk repairs on South 5th street! Continue to reduce the city's part in contributing to climate change. (<coal)
- More off-leash small dog parks.
- Police brutality, gun issues
- Preservation of neighborhoods! Clean house at planning commission.
- Traffic congestion on I-35.
- Expand the arts (visual & performing)
- Better maintenance of city roads & sidewalks.
- I cannot wait to hear the mayor's plans on traffic control, affordable housing, and social innovation.
- I love Austin except the traffic! We need a better plan.
- Please build more single family homes than condos and apartments. We need to attract families to Austin, and provide good housing for them.
- I wished the survey had asked us to rank what needs to be improved.
- This city is nothing like it was 23 years ago. Downtown is inaccessible. Traffic is horrible. I used to love this place, but now I just live here for my job. I often fantasize about leaving. As soon as I can retire, I am out of here.
- Enforcement of short-term rental regulations.
- Make decisions based on fact not political correctness or political gain.
- The skyrocketing cost of housing in the city. I'm getting priced out. Rent, food, utilities and other necessities are steadily increasing and salaries cannot keep up.
- I would like to see more safety enforced in school zones for our "kids."
- We need more road access (highways) to accommodate the growing population.

- More on traffic congestion - public transportation
- Keep our property taxes affordable & thanks for keeping our city great.
- The city & surroundings are more dirty than ever!
- Traffic management & planning.
- More bike paths.
- More money for libraries & parks; less for police.
- Protect our pedestrians and cyclist, please!!
- I tire of all the high rises going up downtown.
- Don't lose nature! Preserve our green spaces.
- Continuing traffic problems discourages my family in circle c from frequenting downtown establishments.
- Annual hazardous waste collection.
- Stop wasteful spending - build roads - no panhandling.
- With all due respect: Austin is way beyond "planning growth." We are "overgrown" and need infrastructure/roads that are overdue. Help!!
- For the city of Austin to be affordable to live including housing, taxes, utilities.
- Lower property taxes, reduce utility bills, build more roads, fix traffic congestion.
- Issue with panhandlers. Moving Salvation Army shelter site. Homelessness. Safety downtown and neighborhoods. Don't treat newcomers/corporations better than your own taxpayers.
- Private industry tearing up streets with poor restoration to streets. City outsourcing work to other cities/states i.e. this survey.
- Austin is too expensive, especially water, wastewater and electricity. More than any other city in Texas!
- Stay focused on the basics.
- Austin is becoming unaffordable for people who have lived/worked here for years - wages not up to housing cost requirements. (Kids out of college can't afford rents!)
- Reprioritize: reduce focus on items in Q16. Focus on low taxes, better transportation, clean environment.
- We have a wonderful police department and fire department.
- Limit the growth and control housing prices.
- There is need for stronger and quicker code enforcement.
- BCP needs to be checked and qualify their data.
- Public transportation, quit building more and more roads.
- Traffic is horrible; going anywhere is impossible.
- Shorten traffic time on Mopac and I-35.
- Turning 4 lane streets to 2 lane to make room for bike lanes is ridiculous.
- Pay more attention to areas other than downtown. We are more than a tax base.
- Taxes need to stop increasing.
- Neutral
- Fire emergency service, one like Dallas. Fix our streets.
- Residential property appraisals and taxes are creating a city for the wealthy - not good!
- Please work on traffic, we need more rail service like Dallas and Houston.
- Raise minimum wages!!!

- Grandfather prop taxes in "East Austin" for long time generations. Occupancy of new development of apts., condo in East Austin should provide an amt of dwellings to be offered to low income. I would like to buy/rent near Lady Bird Lake and hike n bike.
- Get rid of all the toll lanes - convert them to free lanes. Re-do the process for 0% interest loan for affordable housing. Look at the site before committing tax payer \$'s.
- Austin is losing its beauty. Too many high rises to be called Austin - The Friendly City - not weird city!!
- Please improve/build roads to avoid traffic jams.
- Don't let greed and development destroy the good things about Austin.
- Mr. Adler and Mr. Ott, please help keep rents under control. We can hardly afford to live here anymore.
- City council too focused on business needs and tax exemptions for business.
- Stop the growth! Maintain quality.
- I believe there is over use of force against people of color by the Austin police department.
- We need better architectural planning and direction to ensure the city becomes great and interesting to live in. We must demand people build structure to last and with architectural interest.
- My address male code officer was verbally abuse to me. Rude and unprofessional; made the COA look negative.
- Traffic congestion and over-crowding make it miserable to live here.
- More diversity to truly be a city! Less hotels - more museums and culture.
- We need a public transit system on par with NYC, Boston, DC, Portland, OR!
- Keep property taxes down; do a better job of balancing the budget instead of raising taxes.
- Please add sidewalks in Pemberton Heights!
- Need for a better transportation infrastructure.
- Stop building toll roads and fix the traffic issue with the "high" taxes we pay. No more toll roads please.
- Please improve traffic congestion problems. Stagger COA schedules, promote teleworking days, promote 10 hr. work days.
- I would like to clarify some things about my property and other things.
- Take better care of the East and Northeast Austin. We pay the same taxes as West Austin, etc.
- It would be great to see a new initiative making APD the model for the country for race relations and de-militarizing the police dept.
- Better services for the elderly, especially after they have worked for so many years.
- Fix the traffic/take bold action on the transportation problem.
- Traffic is strangling our city. We can't go anywhere expediently.
- Taxes have to go down as home values continue to increase.
- Monitor disruption of neighborhoods and offer work and training programs for inmates instead of jail time.
- Austin planning was so bad for so many years that the crowding in the city is out of control. The cost of living within the city has gotten out of control for young people and retirees.

- Please keep the ambulance fees regulated. Too many charges feeds over charges.
- Stick to basic services, less social issues.
- Lower taxes.
- Increase support/pay for EMS/firefighters
- Address increased traffic.
- We need more roads/other solutions to resolve traffic issues.
- Listening to stories of Austin code enforcement how can we say that we are one of the best managed cities?
- A program to increase cleanliness of city. Decrease fluoride in water. Improve road conditions.
- Focus on auto traffic - not bikes.
- Please enforce all laws, rules, regulations and codes. No exemptions.
- I thought you were trustworthy but you are in with the big business. Everything in this city has to have a permit. When we have to pay these high taxes everything that you contract out is not always good. These high utility bills are being passed on to residents of Austin.
- Better clean-up of vacant lots and adjacent streets.
- Think big picture: what do we want to leave the city in 100 years? Enough small ball! Subway, loops around the city, real bike lanes!
- Public transit is a priority - we will move if no transit improvements are made.
- I would like to thank the mayor and the hard working city employees for the work and services you provide. Thank you.
- Move homeless people from the street!
- More roads will not help quality of life in this city - more sidewalks and bike paths will.
- We need more visual art!
- Please help us stay in our house. Taxes are eating us.
- Traffic is the biggest problem in Austin - it sucks.
- Fix our streets/address traffic. Also - why are schools not on here?
- The reasons for 10-1 is more diversity. I do not see it!
- Positive attitude towards Chicano community.
- I would like to see more help/discounts or incentive on greenhouses: solar panels/water conservation - water barrels, etc.
- Police and OT pay make them highly overpaid.
- Please give us some viable public transportation (more of it!!) - like the buses of Mexico City!! Designated lanes!! Help us before we can't take it anymore!!
- Property taxes are out of control! Please cut spending!
- Deal with traffic and roads.
- Put tax increases lower - cost of living in Austin is too high.
- Please stop building condos.
- I travel nationally and internationally. The cleanliness, maintenance of our airport and airport garage, our primary city streets/highways is poor and dirty. Not a good impression of our wonderful city and people.
- Need affordable housing and strategic plans around traffic flow. Quality of life suffering.

- Former city officials encouraged unbridled growth with no planning for matching infrastructure. Austin is becoming unlivable due to expense, traffic. Please limit growth until infrastructure is in place to handle it.
- Protect our music venues - consider reduced taxes on venues!
- Start recycling in 'Austin unincorporated' areas!
- Downtown construction noise at night is terrible!
- Stop the fast track of mixed use development on Burnet road.
- Neighborhood organizations are too powerful. Make decisions for what is best for overall city.
- More things that go toward helping our children that the low income single mother can utilize.
- Restore safe neighbor car traffic by: cutting down an overwhelming number of trees that block intersections and make it dangerous for drivers and people; remove concrete planters in the middle of the street (particularly on Grover 78757) as this is extremely dangerous to pedestrians and bicyclists as the street has become very narrow and no sidewalks (also plants are not maintained and are in the street thus blocking vision even more); remove bicycle lanes from Woodrow (78757) - really how much bicycle traffic is generated in this town that we need to make the city streets that are used to move traffic so narrow and dangerous? At the very least - mark one side of the road for both ways of traffic for bicyclists.
- We need more police protection on the streets at night.
- Police get too much of the budget.
- Limit street closures, park closings. Give the parks and city back to the people.
- Downtown planning is excellent. Twenty years ago it was a ghost town on weekends. Keep up the focus.
- Do something about the horrible traffic.
- I want the crosswalk at Lamar and Lamar Sq. sidewalk to be fixed. It's been 3 weeks.
- Devote better services to the 78723 area that does not include Dollar Store, liquor store, payday store.
- Public transportation (mass transit) is a must.
- All new homes/businesses should have solar power and rain water collection.
- The highway infrastructure should be your #1 priority. Homeless people begging for money should be #2. That's the #1 reason being downtown scares me.
- Affordable housing, downtown public safety.
- No more special events downtown or in central Austin!
- Improve budget for parks and pools!
- More and better bike lanes and public transportation for this city.
- Focus on planning for increased population, transit/roads/highways/civil works.
- Emphasize basic services over preferences to downtown development.
- Traffic, traffic!! Add light rail. Stop putting all transportation \$ into roads and pay attention to density.
- This city is sadly becoming less affordable by the day.
- Clean up Lady Bird Lake. Should be a jewel, not an open sewer. (Ok, not that bad, but we can do better. I'll help clean!)
- Plan and manage and bury overhead utilities in accessible conduit systems.

- Make home owning in Austin more affordable.
- Please fix the drinking water. Tastes awful. Always has.
- Homeless living 'anywhere' is becoming unacceptable (for example 2222 and Mopac.)
- We loved Austin when it was small. We hope to see more senior friendly programs and facilities/services.
- Public transport options and bike paths please!
- Allow new ideas, don't overregulate, please.
- The pattern of growth and development encouraged in the heart of the city is a nightmare that has made central Austin unbearable. The traffic and congestion is awful.
- Do not become another San Francisco, keep spending to basic services first.
- Move the sex offender's home out of my neighborhood! We are afraid. They are clearly present around many neighbor children. We were not informed or warned of this move.
- Don't waste another dime until traffic and street conditions are fixed.
- More bus routes in Colony Park with benches.
- Mass transit - trains to UT and airport.
- Create opportunity and inclusion rather than exclusion.
- Patrol and control of the Barton Creek Greenbelt, it is out of control with litter and alcohol/drugs.
- A program to financially assist those that go thru a divorce at least for the first 18 months. Even providing cut backs on rent.
- Transportation
- Start enforcing what is already on the books - code, traffic, STR rules. Whatever it is, start there. But change our govt so it is not complaint driven.
- Make 35 a toll road. Seriously though, I'm happy with Google fiber coming to town.
- Reduce traffic congestion. More/better police sensitivity training.
- Increased foot traffic areas downtown.
- I wish you guys keep doing this type of survey to know what people want and hopefully listen to people on what the city needs.
- More handicap parking at municipal court.
- Stop telling me to conserve, when water squirting is used on 6th street, people having fun, Zilker park is always used for people using water, having fun. I like a green lawn.
- Get traffic moving and encourage affordability.
- Change the utility rate, lower them. They are too much!
- Response time of police.
- Please re-think the Homestead tax exemption and fully fund PARD instead.
- Please keep Austin weird.
- I would like to see more opportunity for jobs for minorities.
- The way traffic law enforcement punishes law breakers I think occasionally they should reward (informally) law abiders!
- I love that I can bicycle commute to work via Shoal Creek bike lanes. Thanks! Also, 3-1-1 rocks. Have never asked them a question they couldn't answer.
- Housing - being driven out of my rental home due to rent increasing - maybe out of the city altogether.
- All this bicycle privilege in streets.

- Rent control especially for fixed income.
- Please create urban density through mixed use developments and public transportation.
- Thank you for survey. When I call 311 I never know if my concern is being handled. I have contacted COA 3x regarding sidewalks needed on W. Mary St. (BTW So 6th & So Lamar) no good answer. I have also reached out to CM Kitchen and CM Tovo (no reply) How exactly does this 10-1 govt work? Does CM Tovo have town hall mtgs? Who do I contact if I have concern outside Dist. 9? Will other CM's listen to my concerns? 1000 Block of W Annie needs to be fixed (repaved).
- No response because nothing will be done about it.
- Stop drawing confusing bike lanes and "other" lanes that can cause bikers and drivers to criss cross over one another.
- Do more to rid neighborhoods of drug houses by having more police presence in neighborhoods where this problem is appearing.
- Traffic flow needs improvement.
- The city of Austin is pricing out its long term residents for the diaspora seeking the "Keep Austin Weird" hype. Not fair!!!
- Lower housing for older people and single mothers with children - need more cheaper apartments.
- Fix the permitting process!!!
- Real estate taxes and prices are too high.
- Keep our neighborhoods as is. Density does not need to spread into SF-3 residential lots. Growth should be along the corridors, not on residential lots.
- No unfenced dog parks, especially Red Bud Isle.
- Don't let this become California.
- Fix major roads in Austin, TX!
- Ordinance and guides for stronger animal control. We have dogs walking all day up and down our streets. Unsafe to walk.
- Make Austin more affordable so my daughter doesn't have to move my grandkids out of town to raise them.
- Bikes need to adhere to traffic signs and signals.
- Please make the city permitting process more efficient and much less expensive.
- We need a plan for growth; and the cost burden for services enjoyed by tourists should not fall 100% on taxpayers.
- Cover up all graffiti.
- The potential for growth is not worth harming our wildlife/aquifer.
- IH35 is horrible!
- Utility costs are outrageous; traffic is horrendous.
- Traffic and growth control - taxes too high.
- I think we set a great example for how a ci ty should run. Good job!
- Clean up the streets.
- Stricter laws for animal owners, have more rights for our animals. A lot of animals are being abused and neglected. Our pets should have more rights. And people should be cited more.
- Fix the streets in central Austin. Do you drive on 35th street or 29th street?

- Respect for pedestrians, and pedestrian facilities outside the downtown area. Improve transportation outside the downtown area.
- Before deciding which monies are allocated to any programs, voters should be made aware.
- The incredibly high taxes! Please lower them.
- Accessibility - lack of transit, ped. Routes, distance.
- Austin is growing with too many apartments and Austin is losing its "Austin Weird" quality of life.
- We believe Austin water is an unfair double-taxation.
- Improve mass transit and walking environment.
- Allow citizens to opt out of city electrical service.
- Stop trying to become Seattle. We need roads, not bike trails.
- Traffic is horrible. What are you doing about it?
- Stop encouraging growth.
- Allow faster internet (such as Google Fiber) accessible for everyone, and encourage people to work from home more. That way, less traffic, less accidents, you get a safer city. Many people don't really need to work in an office anyway.
- Have one exit before the river to downtown - going north one exit for better traffic flow. Coming south at 15th St. No exit or ramp downtown.
- Change Austin from being called "weird."
- The family unit with a mother and father is the essential element of a thriving society.
- We appreciate having the opportunity to fill out this survey.
- Focus on infrastructure over welfare.
- Lower cost of living.
- Continue to work on resolving heavy traffic, please preserve Austin's cool culture - do not make everything condos.
- All is lost.
- Do away with the bag ban. It should be a personal choice.
- Open your mind to ideas you may not agree with. Be fiscally conservative.
- Love this city but too many people are moving here!!
- Better way to provide compliments to city employees.
- No more bike lanes. No preferential treatment for minorities.
- Cost of living is extremely expensive, middle class is dropping as a result.
- Taxes should be frozen for over 65.
- Transportation improvements!/mass transit
- Why are you using a Kansas survey company? Buy local.
- The police pension fund should finance the defense of police officers who murder while on duty.
- Taxes on homes especially on someone who lives in the same house for 41 years. Taxes are way too high.
- One way streets.
- Some neighborhoods are very neglected in terms of street and sidewalk repairs. (78721 for example.)
- Make Austin affordable.

- Lack of desire to remain in Austin after retirement. (affordability/traffic)
- Do something with the traffic.
- Years of poor planning have left the city with horrible traffic.
- Anonymous - but very concerned member of the University Hill area.
- Improve mass transit, rail, train, bus.
- Water and trash is ridiculously expensive and the tax fluctuation each year is really frustrating. We moved from TN and had quite a sticker shock!
- More mass transit with convenient hours on weekends.
- Bicycles (lanes) on city streets are terrible for drivers. One in 10,000 use them, crowding entire city.
- No Austin Oaks PUD! Our schools and traffic cannot support this!!
- Why not use monies collected as fees from hotels and airport towards municipal services required at festivals? Homeowners (especially retired homeowners on fixed incomes) should not bear the brunt of the economic services.
- I would like to see more of an effort toward bike accessibility, e.g.. Better bike lane maintenance, more paths/trails, public awareness of cyclists, etc.
- SW Austin needs better planning and we need light rail!!!
- City spends too much on worthless environmental concerns that prevent healthy growth of the city.
- City planning/traffic/city parks
- Build some roads!!! We are 30 years behind.
- Stop taking away motor vehicle lanes - we pay for registration etc., cyclists do not. They need to pay for the lanes they are taking with registration licenses.
- For a person literally on a fixed income my electric bill goes up every month despite my best efforts, why?
- Fix our roads, take care of elderly.
- I think there should be more focus on sustainable growth and fixing our traffic nightmares - and less on corporate tax breaks.
- Let someone who is an Austenite be city manager, who has seen Austin grow.
- Please clean up our medians. 360 and Mopac have too much trash flying off of trash trucks!
- Stop gentrification now!!!
- That all signal lights get equal time.
- Getting more perks to keep your car at home and use public transportation.
- We love the library, spend on civics and education, less on military police.
- Focus, get police protection, fire protection, EMS and garbage pick up right!!! Everything else is secondary, where mistakes can be corrected.
- Transportation issues - we should finish light rail to airport and complete original plans east to west, and add more public transportation options.
- Be aware of what's going on in all city departments.
- Please make housing affordable.
- Govern like we are in Texas, not California.
- Need more public transportation and better infrastructure for a growing city.
- Pretty soon won't be able to live in Austin if this rate continues.

- Improve traffic flow.
- Neighborhood sidewalks, night lights, code enforcement. My taxes are rising and I would like my neighborhood to look good as well.
- The council has been more attentive to the minority voices versus the majority need. The tax rate for our home will force us to sell and move out of Austin/Travis county. Our tax bill is more than our mortgage!
- Keep Austin weird.
- Alleviate traffic w/urban planning and transit.
- Street ROW's maintained by city need to be maintained.
- City services (street repair/sidewalk) do a terrible job of communicating where they are in the process.
- You have got to solve the traffic problem. Quality of life is going down!! I may have to move.
- Clean up downtown - homeless, squatters, vagrants.
- Lower property taxes! May be forced to move out of city!
- We are losing our exceptional-ness to accommodate new business and the rich.
- Keep Austin affordable.
- Bike lanes - enough already.
- We need much better public transportation options.
- Stop raising our taxes!
- It is way too expensive to live here. Taxes, especially property taxes, are ridiculous.
- Increased bus service; improve all bus stops.
- Affordability will drive me away in retirement.
- For the love of God, please fix the traffic signal at airport/Lamar/train tracks.
- Fix the traffic problems.
- Our sidewalks are a national joke!
- Need more mass transit of some kind.
- The city is not well-managed - too many employees with not enough to do.
- Support electronic cigarette bills and women's healthcare.
- Encourage employers to support telework; increase CapMetro coverage; both will lead to less traffic. Also, pay school teachers a min. of \$70k a year. Promote the use of transcendental meditation as means to increase self-awareness and bliss consciousness.
- Do not invite any more people to move here! We are too full 300,000 people ago!!
- Look at changes with traffic flow on major streets. Lanes for through traffic have been reduced significantly.
- Allow 2nd dwelling on residential lots, w/a max allowable footage.
- Please have an enclosed large area for dogs to run. Thanks.
- To: Mayor, Governor, President, whoever is interested in global warming, etc.
- Some streets (Runberg, Rutland, Lamar) need to be repaved.
- Recycle collection leaves litter every single week.
- Keep this city affordable.
- Better traffic and growth planning.
- Taxes are too high!
- Stop running the city like a police state - give us our freedom back!

- Too much money/time spend on bicycle issues.
- Not enough space here!
- Solve traffic congestion problem.
- Please fix traffic!!
- Austin is a city that likes to drink. Need to make it ok to leave cars downtown till a.m. hours. Discourage drunk driving.
- Before expanding programs/services excel at the current ones. Don't get involved where the city does not belong.
- Austin is only for the rich!!! Lower middle class no longer welcome.
- You waste our tax dollars on unimportant things.
- Stop building in town! Force newcomers to Buda/Kyle, Pflugerville/RR!
- Fix the streets in south Austin - mostly!
- Please reduce traffic.
- High property taxes has ruined original Austenite's. It is an injustice and a scam. Stealing properties from Austenite's thru high taxes. Forcing them to sell or do a reverse mortgage. You never own your home. Go Donald Trump. Shame on the property taxes.
- Update our pools. Bring back the Yule Log. Perimeter bus routes.
- Improve traffic flow.
- To follow-up with the needs of the community.
- Practice recycling at your parks and golf courses if it's important.
- Lower toll prices so more commercial/semi-trucks can afford to use them.
- Thank you! I wish we could have more recycling bins and more frequent pick-ups.
- Fix overcrowding and affordability issues.
- Rapid transit please!
- Build metro above ground all throughout the city (Chicago style) and goes to the airport - remove buses.
- Traffic light timing and comprehensive (not just downtown) "block the box" campaign would do wonders for traffic.
- Make big rigs use I30 toll.
- Fix, expand I-35 and major city streets.
- We need to look into trains for all transportation. If north Austin to south Austin was easily accessible in a timely manner, I would use the public transit each day.
- Please consider adding recreation centers to the parks program.
- When I came to this place I looked for work, I could not work!!
- We need more and better affordable housing. Traffic sucks.
- East needs more cleaning - in every way!!!
- Enforce a code or fine on houses with trash outside for a long time. Like mattresses, sofas, all kinds of big items.
- Please plan and implement public transport to parts of city that are not services currently. Prioritize traffic and new roads.
- Please fix traffic.
- The traffic congestion is turning me away from staying in Austin.
- Bring city infrastructure into the information age. Too much work still on paper.
- It's very important to keep Austin affordable for all income levels.

- Fix the traffic problem.
- Traffic on 620.
- Why did city planners not plan for traffic growth 20 yrs. ago? We are all suffering now!
- Make Austin more affordable. Taxes and fees too high.
- The city's population is growing fast and the infrastructure is not keeping up.
- More softball fields and basketball courts - so kids can play and practice for the future.
- Mr. Zimmerman should be removed from city council because he is too biased and antagonistic to city staff which is unprofessional. It is sad that someone so full of hate is in a position of influence. Glad it's not me.
- Some traffic lights need to let more than just a few cars go by.
- Please clean up and maintain our parks and streets.
- Roadside weed and grass cutting is needed. Police only doing their job for ticketing, nothing else.
- Stop raising taxes!
- Fix I35, do lane control traffic during peak hours.
- Traffic is horrible, especially I35. Need more highways.
- Enforce handicap parking.
- Implement timing to traffic lights.
- Costs of waste water services are too expensive; double the drinking water services!
- Do whatever you can to improve traffic.
- To do away with short rental term.
- Build sidewalks - Jollyville Rd, ex.
- Historic results on tax breaks to pull businesses to Austin and the value of this decision (tax break to lure business) on Austin residents.
- Fix the roads the correct way!!
- Traffic jam condition needs to be improved.
- I think I was wrongly charged for the last tenant's bill because when I moved in the electric was still running from the previous tenant. Thank you.
- Work on traffic congestion.
- Property taxes rising at levels not commensurate with services provided.
- Streamline permitting process.
- Stop growth - Austin is now not worth living here.
- Stop raising property taxes.
- Stop unnecessary spending. Stop adding stuff to parks. Leave them natural. Stop trying to attract more people to come here while we still have inadequate infrastructure.
- Lower taxes and help with Austin energy prices, code enforcement rules.
- Stop growth until we fix the problems we already have. Austin is no longer Austin but a copy of Houston/Dallas.
- Road condition and traffic are ruining Austin.
- Aggressively plan for Austin's growth in order to alleviate our city problems such as traffic and housing.
- Please place speed bumps on Shoal Creek Blvd.
- Need more affordable housing options; build streets/highways for future growth.

- Stop attracting industries that are water, electricity intensive that in turn are driving up rates and property taxes.
- Quit wasting taxpayer dollars on worthless programs.
- Austin needs to take better care of its citizens, and stop focusing on growth and attracting more wealthy people here. Take care of us that are here, and have always been here, making our city what it is.
- One of the main reasons we moved to Austin was the natural beauty and small town charm - but now, in the progress it is getting too crowded, too much construction resulting in less greenery and open spaces.
- Streamline residential permitting process!
- Please stop thoughtless development of condos on south Lamar. Too much going up and traffic and road conditions deteriorating everyday.
- Permitting process - very outdated.
- Transportation and water resources.
- Bikes do not belong next to cars.
- Require transparency and public accountability in all property dealings.
- Don't give me back \$196.00 on property tax and delete 2% of city services. Stupid move! \$196.00 means nothing on a \$8500.00 property tax bill. But firing 93 police staff is horrible or 2% of EMS or fire and rescue.
- "Thank you for your service!"
- More affordable housing/need to develop measures to prevent rising property values and taxes.
- Affordable housing should be determined by free market, not the city.
- Keep moving in the direction you are.
- Do something about gentrification by adopting a senior tax freeze.
- Traffic is bad and noticeably getting worse. My commute to work is the worst part of living here. There are no public transport options to get to my office. With new buildings popping up and no road changes, things look bleak!
- Lower electric bills.
- Lower taxes.
- Keep Austin weird. Legalize mary jane. Keep bicyclists off roads!
- Manor Rd between UT and Dean Keeton merge must have full bike lanes.
- I believe Austin needs to provide more social services for its low-income residents.
- Affordable housing in the central city is critical. Permitting services are inexcusably bad.
- Improve traffic flow, especially east/west.
- Do not incentivize companies to come here. They want to come here anyway.
- Provide safety efforts and cut the Go Green initiative.
- Stop advertising Austin, so people will stop moving here. It's too crowded.
- Stop using utility fees/money in general revenue. Fixed income households can't afford it.
- You have an incredibly hard, stressful job - be patient and kind to all, including city staff - have high expectations of yourself, be forgiving of others.
- Deal with cost of housing/homeless!!!
- Increasing property taxes are killing us. Difficult to retire here.

- Taxes are too high. Traffic is very bad; it needs improvement. No toll roads.
- We need more property tax relief on the east side - for renters too, and more affordable housing to keep our city diverse - and to combat gentrification.
- Try to keep taxes on home and property from going so high we can't afford it.
- Homeless problem.
- Fix the homelessness and panhandling problem!!!
- Stop making victims out of thugs! Stop using tax money to pay off their families! Get the traffic moving!!!
- It is unacceptable how the current housing market is catering to "newcomers" essentially outpricing housing for the true Austinite's and longtime residents!!!! We will eventually become another California!!
- We've got to get cost of housing under control (but don't know how!)
- Cost of electricity and wastewater is way too high.
- Mass transportation will never work in Austin. Build more roads.
- Renters essentially have no rights. I have found that pursuing my education is difficult due to affordability.
- It's such a beautiful and unique city. Growth is great but we should try and uphold the integrity and personality that helps keep Austin fun.
- Please contain growth in Austin that does not promote quality of life (e.g., shopping centers).
- Better traffic law enforcement; driving through red lights, using cell phones, etc.
- Threatening letters from code enforcement for grass not over a foot high. Yet the city grounds have waist high grass and trees that are unkempt. Especially at Hwy 183 and FM 969.
- Do everything to build up not out when developing.
- There needs to be better services for disabled regardless of marital status and income.
- Some sort of organization to protect and advocate for the rights of renters - renters are vulnerable to rent increases at an astonishing level and owners of rental units are not subject to any city regulations (as far as I know.)
- Fix our roads!!!
- Got to aggressively address our traffic and need more and better roads.
- Lower taxes.
- City of Austin is too small for its growth. There is more crime.
- You could empower the parks dept. to be creative, innovative and strategic. There is so much to be gained from improving our parks. I know AISD is technically separate but my biggest concern is how we are failing to educate our children.
- Please focus on traffic decongestion. Spend the money there!
- More parks and hike/bike trails in our neighborhood. We have to drive to downtown or Lake Pflugerville.
- More affordable housing.
- We need to solve our traffic problems.
- Better use tax money for all areas and populations; not just environmental issues and poor.
- Occasional hazardous waste pick-up. Aging senior services.
- Replace chief of police.

- Repave Hartford Road.
- Austin is being sold out too cheap to big businesses.
- The cost of electricity must go down!
- Train APD officers not to abuse authority and proper response time.
- Solve the short-term rental issues for neighborhoods.
- Keep Austin weird and liberal.
- Neighborhood street projects took nearly 3 years to complete and roads were very poor for a long time. Communication with home owners was very poor regarding status of project.
- Housing is very expensive - unable to buy a home.
- Develop plan for Austin music scene to survive. Retain number of clubs and help musicians be treated fairly.
- Increase law enforcement.
- It's out of hand with affordability!
- I'm for sidewalks!
- City code enforcement should enforce all codes not just on those reported.
- Traffic
- Too many cars = bad Austin air! Air quality is critical.
- I hope you can lower the city of Austin electric dept. rate.
- Get rid of sanctuary city status!
- Due to the consistent increase of Austin's residents, public transportation (light rail, subway) should be the city's highest priority.
- Create a plan (urgently) to provide adequate public transport.
- Housing affordability; our taxes may outstrip our ability to pay in retirement. This would be a concern as to affordability, diversity in neighborhoods and personal integrity.
- Better training for officers, evaluations more often. Pay more get better quality of police force. More educated personnel.
- Hiring practices need serious improvement.
- More patrol in our neighborhoods, traffic in the neighborhoods.
- Improve congested roadways during rush hours; improve traffic, period.
- Recycle pick up every week, less toll roads, more lanes, more sidewalks.
- We are being taxed out of our neighborhood. We have lived in Crestview in the same house for over 25 years. Sadly, we see that the city of Austin wants to shove us out so that someone can tear down our home and build 2 or more on our small lot and bring in more tax money for the City of Austin.
- Clean weeds blocking view at intersections.
- We need to keep Austin affordable.
- Build uturns on every bridge south of Town Lake! Make exits and on ramps longer or diverted.
- Stop destroying our greenery around Austin. Too much concrete being added.
- Traffic!
- This city has got to engage a major infrastructure project to improve traffic issues. Create more bike paths, enlarge public transportation, etc.
- Rampant housing costs.

- Please keep Austin affordable and livable for everyone.
- Traffic needs to be dealt with!
- We need to get light rail/subway type system in central Austin.
- Road/traffic improvement needs help!
- Utilities are too expensive.
- Too expensive, taxes, utilities, etc.
- Relocate ARC but much more needs to be done. Safety is #1.
- Repair and keep the streets clean.
- Affordability must be a top priority.
- Need to view affordable housing definition from working poor perspective and not wealthy or those moving here from California, etc. Need more investment (\$) in health programs for African Americans.
- Improve transportation issues. Better planning for roads as Austin is growing constantly - be future minded.
- Minority/low income affordable housing?
- Improve inefficient, slow permit process downtown.
- Takes years to get project done that has been approved.
- More sidewalks in neighborhoods.
- Abandon light rail for something more effective in reducing traffic problems!
- Have a train system from Georgetown to Austin and one from Buda or Kyle to downtown Austin. Either go above 35 like a monorail or below. Also - allow trucks to go free on 130.
- More infrastructure! Less corruption!
- Please stop permitting toll roads and overbuilding traffic solutions.
- Terrible to retire - too expensive.
- Mass transit!!! Light rail!!!
- Fix route 620 traffic/stop issuing business licenses without regard to traffic impact.
- Recycle pick-up every week! Our recycles end up going in the trash because of overflow.
- Panhandling on streets major source of trash, mental illness and drug abuse.
- New city manager, please.
- Fix traffic and keep municipal pools open longer.
- Electricity rates and water rates are too high.
- Do not raise the home tax on seniors.
- Definitely need a better highway/traffic/no more tolls
- Please plan for growth regarding traffic and public transportation.
- Help keep property taxes affordable.
- Have neighbors keep their property clean.
- Reduce property taxes.
- More affordable housing!
- The Metro should run from ABIA to downtown.
- Affordability for all people not just low income. More bicycle lanes.
- Whenever I hear the word "improvement" I hear: increased costs, more people, less greenspace, increased taxes and no infrastructure to support.

- Traffic on 360 during office hours - unbearable.
- I retired 2 years ago and if property taxes continue to rise, I may have to leave Austin.
- If we move from Austin in retirement, cost of living and transportation will be the reasons.
- Focus is centered heavily on urban areas; Three-fourths of residents live outside of core. City administration has ignored reality of tremendous suburban growth for 20 years. We are the commuters; roads and bus services are way behind the demand. Planning needs to address all areas of city, not just central core!
- As I get older I want to drive less and use public transportation more to get to places. A monorail or a convenient easy access public transportation would make the city very attractive to retirees.
- Only permit the Austin Oaks PUD if it's the right thing for the city.
- Lower cost of living.
- Please focus on dealing with the population growth.
- Work hard to reduce the cost and size of city government. Cut taxes.
- Keep up the good work!
- Enforce the zoning in neighborhoods.
- Schools - overcrowded and underfunded!
- Very concerned with the homeless situation in our neighborhood. Becoming a dangerous situation for both drivers and the homeless wandering in the streets with their signs.
- Lower property taxes.
- More streetlights, more walkways please.
- Clean up trash on roadways and remove corner panhandlers.
- Stop controlling my thermostat! Austin has a monopoly on electric providers which is not fair!
- The city needs more affordable housing options.
- Lower rents all over Austin. Improve traffic.
- Don't let condos ruin the music scene.
- Better process of letting Austenite's know of an important topic.
- Continue to keep up with infrastructure needs amid growth.
- Tell the mayor and all future mayors and so-called leaders, it's not called affordable living, it's unaffordable living.
- Balance cultural preservation [music] with new development and job growth.
- Affordable housing in central Austin.
- Get the traffic issue solved!
- The #1 priority of the city should be to fix traffic problem.
- Traffic planning.
- Fix traffic.
- Not satisfied with customer service at Austin Energy.
- Traffic flow needs better regulation (worst traffic during office hours).
- Support our city's police department, particularly when faced with media attacks.
- Our city has grown so much the last 15 years, send a new map of the city to every household.
- Quick response when there is a road/street fix request!!!

- Austin is not, it could be.
- We need more affordable housing for seniors and others with low income. There are too many long waiting lists!
- Austin was a great city when it was affordable by most.
- More attention to low income areas.
- Control growth and keep Austin affordable.
- Maybe more park and rides - I'd like to go out and enjoy Austin but traffic and parking prevent this.
- Better transportation options = less cars on road.
- Don't model Austin with the imperative of "Let's take the stupidest ideas San Francisco ever tried but let's do more if it" rather than model Austin after Chicago, "The city that works."
- Austin can't wait anymore for adequate public transit and stop toll roads.
- Clean up furniture and trash off Terry road that residents throw out and keep clean. It not, it's bad for our community and is a health hazard.
- More dog friendly parks and facilities.
- Libraries are an important part of our life for education. More library programs for youth should be implemented with schools.
- Get the creeks and wood lots clean.
- Cyclists (motor or manual) should be licensed and have plates and insurance just like drivers of cars, trucks, etc.
- Please consider adding dedicated bus lanes and diversity of housing options to make Austin more affordable for all.
- Expand neighborhood yard waste collection.
- The city must retain ownership of Austin Energy.
- Let's work on police and fire and transportation.
- Traffic is going to inhibit growth.
- Stop tax abatements for corporations.
- Lift the plastic bag ban - we are responsible to make our own choices.
- My alma mater, UT, does not need city money for a basketball arena.
- Too liberal for raising a family, too expensive to retire in.
- Austin is becoming too big!
- Too many tax increases for senior citizens.
- Tax rates are too high.
- Make low poverty neighborhoods more safe.
- A lot of "small" crimes - several times a week in our neighborhood. Small crimes will likely lead to bigger crime as city grows. Also the traffic problems as the city grows needs to be addressed.
- We need more libraries, parks and walking trails in northeast Austin.
- Help with cheaper electric bill - nonsense of assistance with energy.
- How can we lower electric bills - mortgage?
- Better road infrastructure (freeways).
- Take out bike lanes, they cause accidents.
- Sir, we need to improve traffic in the streets ASAP.

- Limit tax incentives until you develop a formula to evaluate the effect of growth on the city's capacity to manage the resulting population growth.
- Affordable housing for Austenite's.
- Austin is great!
- Too many bars and clubs too close to homes.
- Improve traffic.
- Make a realistic solution for the traffic.
- Too many cars at one house, many people living there, not paying any taxes, block other people's mail boxes, park too close to your driveway blocking you in or out.
- Traffic concerns.
- Less taxes.
- Please make a serious effort to improve traffic congestion in the region and don't let special interests interrupt this effort.
- Bad traffic!
- Be more focused on long term solutions. The near-sightedness in making decisions is not good for the resident.
- Austin Energy is an evil monopoly with incompetent, rude employees.
- Cost of housing (taxes) so high - retirement in Austin probable not an option. Diversity for the city should include the elderly.
- We need more roads. Stop adding bike lanes. Hardly anybody rides a bike to work. Bike lanes just make the roads narrower and less safe. North Austenite's pay a lot in taxes but get very little back in parks and rec services.
- Watering schedule needs to be more flexible.
- Growth planning must be a priority. This includes traffic and affordable places to live.
- Get the stuff out of downtown.
- The recycle container should be smaller for handicap people.
- Abandoned homes in the neighborhood. Who is monitoring?
- Need public rail.
- Shut down the open air illegal drug market on Cameron road at bus stops.
- We live in a cut-through neighborhood and were promised traffic calming a decade ago. When are we going to get it???
- City density planning/real estate taxes and tax relief for events/increase luxury tax
- Water rates are way, way, way too high.
- Lower prices of houses.
- Living in a safe and affordable neighborhood.
- Get rid of drug and gang personnel.
- Make traffic better and get rid of tolls.
- Roads need to be improved/expanded BEFORE new neighborhoods/apartment complexes are built. Roads are already congested and then one complex is built and the problem is just compounded.
- I wonder what the city of Austin improves for seniors.
- Education for police. Make them more visible in neighborhoods.
- Electronic neighborhood association system to inform so that the council knows when a neighborhood supports an issue or if they don't.

- Same quality work that other rich areas get.
- Implement plans for safety on the streets and highways.
- Traffic, build roads to keep up with traffic.
- Something needs to be done ASAP about traffic congestion on major thoroughfares throughout the city!!!
- Please lower my taxes - property.
- Plan! Plan! Plan! our city's layout so communities can be self-sustaining, diverse and regenerative.
- More affordable housing, rent needs to be lower.
- TRAFFIC! We are the #1 best city to move to! The roads aren't being built fast enough. I don't care, name it after yourself, JUST BUILD IT!
- Drivers are one of the biggest problems with traffic in Austin.
- The key to affordable living in Austin is for growth to pay its own way.
- Horrible traffic! We need better planning especially IH-35!
- Diversity - please keep low income housing from tax raise - it's what keeps Austin diverse.
- Affordable housing program tax break - people like me in this program cannot afford the property tax!!! Help!
- Focus on improving traffic and streets signal timing.
- Please help the families have affordable houses. The city is in need.
- Expenses need a comprehensive, independent audit. The majority of tax dollars are clearly wasted on a bloated bureaucracy. Oh, yes, and we need more libraries. Thank you.
- High property taxes!!! Why isn't money generated from FI, SXSW, ACL, etc. being used to offset property taxes? Where is this money going??
- Keep being a progressive leader. Austin must lead. Need light rail!
- Please provide traffic flow options that not always mean tolls. Please!
- Affordability and traffic need to be seriously addressed.
- Thanks for the work on sidewalks and bike lanes/plan. (I hate seeing bike riders at night without lights.) Thanks.
- This is such a small city with worsening congestion - I should be able to get around easily without a car. Buses are so slow. Bikes and trains! We need a better, functional, centrally inclusive train!!
- Quit permitting high-end condos and build affordable housing. Affordable doesn't equal Section 8. Affordable equals teachers, police, civil servants.
- Metro/light rail causes too much delay and traffic congestion. Keep your promise and raise rail above street level.
- FIX TRAFFIC!!! Move the homeless shelter out of downtown.
- Property tax is my main concern. It is way too expensive.
- Have an outdoor gym/set up at Lady Bird Lake, similar to what you see at the beaches in southern California - rings/ropes/bars, etc.
- Please provide a better long-term plan for mass transit.
- Less focus on diversity and more on bringing business to Austin.
- I'd like the city to add composting to the recycle program and encourage more recycling.
- Give city employees a raise.

- No more toll roads and we're in trouble if mass transit isn't a priority.
- Please improve public transportation.
- Stop letting people move here until we have enough room on the roads.
- Austin is an expensive city to live in.
- Traffic is horrible.
- Please consider non-stop lanes to move traffic from Mopac/360 to 183/360. There is plenty of space between north and southbound 360.
- Create more parking spaces; build more infrastructure for people constantly moving to Austin.
- No paid dog walkers please and close down Planned Parenthood!!
- Low wage for school teachers, poverty level.
- I think recycling needs to be collected once a week. Our bin gets over-full between collections.
- Would like to see cleaner streets and less homeless.
- Traffic seems to be Austin's big problem. It is easier to drive in Houston than here. I don't really have a good suggestion. Thank you for allowing us to have input.
- To budget more man power for APD to set up speed traps and issue more tickets to slow people down but not to focus on minority neighborhoods.
- City trying to "do" or "fix" too much so it spends too much. Playing God, overplaying its role with pushing ideologies. Taxes way too high, so affordability low. I don't expect anyone of the "people's republic" to get it though.
- Stop paying for parking at Zilker Park. Absolutely ridiculous given the taxes we pay.
- Alleviate traffic.
- Do something about the rising property taxes.
- Why are the sidewalks not fixed? The one across the street was fixed but in Emerald Forest it stayed cracked!!
- Property taxes should be paid but your algorithm for determining tax per square foot of residential land is deeply flawed - unequal, unfair. We can prove it. Please contact us.
- Improve communications by all means.
- For more of our tax dollars to stay with AISD.
- Residential property payer should not subsidize commercial property owner.
- We are 30 years behind a full rail service. Let's get with it.
- Property assessment comparable properties.
- Please totally revamp city planning!!
- Traffic in Austin. (Bad)
- Limit city services to fire, police, parks, libraries and streets.
- Street bumps are a hassle.
- Austin traffic is getting really bad.
- Get serious about affordability and income equality or see the death of the arts.
- Don't be progressive/cater to special interests simply for the sake of doing so or making national headlines.
- Growth is driving up the cost of living and causing traffic to become unbearable. I have living in Austin these days.
- Traffic is a nightmare and affecting the quality of life in Austin negatively.

- We need better public transportation service - not more toll roads or dedicated lanes.
- The need for affordable housing is great. Very little exists.
- Start building or making more roads.
- Quality of schools must be improved or we will be forced to move to suburbs.
- Clean water is the most important thing.
- Affordability of housing.
- Have a "hotline" or website portal that can be semi-anonymous where a local citizen can call in a local concern. Also, form some "citizen expert task force groups" to add more citizen expertise to issues.
- More funds for public health.
- Cost of living too high in relation to income possibilities.
- Fix IH35 thru downtown.
- Affordability, mobility and brashness to push for change.
- All human beings have basic needs. Basic needs are things I can't live without. If my ability makes me earn less money, how can it keep me from renting an apartment?
- Better representation for senior citizens, low income, fixed income.
- Communication, diversity, hustle.
- Traffic is awful, need rapid transit from south and southwest parts of city.
- Cost of water and electricity too high. Traffic is ridiculous!
- Why is the grass not cut on the streets and freeways?
- Fix traffic.
- Too expensive for services.
- Need to improve traffic flow.
- Stop building expensive condos everywhere, gentrifying neighborhoods forcing lower income people out, and wiping neighborhoods clean of diversity and local business.
- Quit building VMU developments.
- Solve traffic problems.
- Raise pay. Give seniors more money for a secure future.
- All of my tax dollars go to downtown and not to my neighborhood. I'd like to secede from Austin.
- Build high speed rail - our highways are already crowded and the city is attracting even more people now.
- Put a hold on the money boys.
- Lower the cost of rent and sales on houses.
- Recycling should be once a week, same as garbage.
- It would be wonderful if we could celebrate our "weirdness" with a memorial to our friend Leslie.
- Do something about timing of city traffic lights; add sensors; something!!
- The city of Austin should completely re-think its land use policies. Our zoning and codes do not support a dense, compact and connected city.
- There is a general homeless problem, parts of town are difficult to walk through and be in.
- Too many bike lanes for the amount of use which causes heavier traffic build up.
- Don't Dallas my Austin - keep Austin weird (especially Bubbaville).

- Homeless population is growing like weeds, makes it unsafe to use all these trails the COA likes to build.
- Stop selling out. I grew up here, went to college here, and I'm going to have to move soon because of this housing/corporate bull.
- The way city officials handled the cyclocross national championships in Zilker park in January, 2015 was an embarrassment.
- No more toll roads on existing roads.
- What is he doing about affordability? Taxes keep rising and pushing Austenite's (my husband) out of the city. It's expensive!
- I hope that as forward-thinking as the city is on environmental programs it could also radically represent an income-equality priority - that is to diversify the city's have/have not's.
- Traffic/parking discourage our family from traveling outside of our neighborhood.
- Lower household federal taxes.
- Please synchronize the lights on Parmer or all streets for that matter.
- Campaign to support early childhood development.
- Streets are outdated - very bad condition. My vehicle can't take anymore!
- Runaway growth and too many "festivals." Get the semi-trucks out of the commuter pathways route.
- Fix permitting process immediately.
- Don't overbuild Austin because water is an issue that has not been planned well in the past.
- As the capitol of Texas, Austin shouldn't be seen as an outsider, but as the thought leader of the state.
- I am concerned that this city is growing too fast.
- Continue to provide low/mod income housing throughout the city in all neighborhoods to keep diversity throughout the city - property tax issues are an obstacle.
- Austin city being more fiscally responsible - lower taxes and limit "fat" projects from our plans.
- Greater access to city services for new immigrant groups.
- All are overpaid.
- Hold cops to higher ethical standard.
- Get rid of street corner panhandlers.
- Improve public transportation and pedestrian/bike accessibility.
- Fix traffic on I35/close exit between 15th and Cesar Chaves permanently!
- Please allow Austin to catch up in growth, city services, flood control, etc. before attracting more business.
- Why do you buy German motorcycles for police when the USA could use my tax money to support industry? Do you think cops in Berlin drive Harley's? Also, get homeless people off the streets begging!
- Get rid of all the homeless bums and illegal aliens!!
- Increase density.
- More affordable housing (i.e. lower rent prices everywhere!)
- Spend sparingly but fairly.

- Please develop a more stable economy for the city. Austin has become a tourist and festival based business/environment.
- Finding affordable housing is an increasing problem.
- The "bag ban" is stupid!
- Permits for renovation and construction should be easier and allow residents to resolve problems without hiring experts to try to do it.
- Transportation/road system/mass transit are crucial areas with the increase of people moving to the city.
- Please continue to focus on humane animal welfare issues in Austin.
- It is too expensive for me to retire in Austin.
- Work on appropriate staffing in city departments. In some, there are not enough people to handle duties.
- Need to have a way to help people learn to drive more safely. There are some places in town where the speed limit should be lowered for safety.
- Traffic is bad and quickly getting worse.
- We need better public transportation to decrease number of cars on road and number of drunk drivers going home at night.
- We need better, more accessible public transportation.
- Downtown Austin needs stores - Target, Nordstrom, etc. This city also has horrible planning.
- Mopac improvements - construction has been managed beautifully - minimum negative impact to my life. Thank you.
- CodeNEXT, CodeNEXT, CodeNEXT. Refuse the LOC and implement Imagine Austin.
- Put the city of Austin first and politics second (or third...)
- We need flyovers at all lights on 183 and 360. Freeways should not have traffic lights! Also - please remove fluoride from our water. It's poison!
- Discuss high property taxes and affordable housing.
- Better design of roads to reduce traffic congestion.
- More parking at Zilker park, gardens and areas would make visiting easier and more frequent.
- Improve traffic bottlenecks during rush hours. Apartment rental prices in downtown Austin.
- Low income housing.
- Lack of future plan for traffic - there are many other U.S. cities that do more.
- Bicycle/pedestrian paths separated from motorized traffic by barriers or elevated - not just a painted white stripe.
- Use the tracks going through Mopac for light rail - move Missouri Pacific to 130 toll area and find money to lay new track. Also - please take fluoride out of the water supply.
- You guys paved creek on the east side. It was a bad choice. Now when it rains water just sits there and brings lots of mosquitos.
- Stop spending so much money. Let the market decide.
- Stop promoting socialistic bureaucratic forms of government.
- Compatibility of new development with its surroundings.

- We need more affordable housing. Too many elderly and original Austenite's are being displaced because of gentrification and high taxes. Austin is about money not the people!!
- Help Austin be more flexible with mowing code for lawns.
- We need to focus on shoring up core infrastructure like pipes, streets, substations.
- More efficient bus service (longer operating hours, customer service hours, better bus stop placement, expanded service to more outlying areas.)
- Provide more affordable housing for mid-income families to own.
- Reduce property taxes.
- Improve traffic flow.
- Neighborhoods start to look terrible when city code is not enforced. Cars parking in the yard, too many cars parked at all households, boats, RV's parked at homes and not hidden, etc.
- I really appreciate efforts made this past summer in regards to improving the quality of Austin's roads.
- Remove homeless people from public view. Sixth street, 1st street, I35 north and south, 12th street, under bridge. Makes city look ugly and dangerous! Clean and maintain libraries grounds. Landscape!
- When there's a date given for bulk pickup why does it take 3-5 days for the pick up? COA should voluntarily provide info on how we can pay our utilities over 2-3 months without late charge penalty.
- Police services are disappointing.
- You missed a huge opportunity by not including race perspective delineators in questions one and four! My answers depend on who we're talking about, and vary greatly!
- Affordable housing.
- So far he is doing a great job.
- Control the budget and tax rate.
- Increasingly frustrated with traffic and rapid growth of city. Libraries are great and children programming is diverse and strong.
- Basic services, road, police, etc. Stop with wasting money on bikes, green energy, etc.
- Control city growth, control gentrification.
- A solution for people to keep their homes in gentrified neighborhoods by freezing the rise of taxes; find a way to retain some of old Austin character on south 1st commercial strip.
- Older people can drive - they cannot ride bicycles. Stop development in the city.
- Please start a program to bury utilities.
- Improve quality and condition of festival neighborhoods.
- Provide periodic hazardous waste pick up for homes.
- Stop traffic calming services - unsafe. Fix potholes, uneven surfaces and faded lane and turn markings.
- Finish the Milwood section of Walnut Crk hike/bike trail!
- Do not give any more building permits.
- The city needs to pay more attention to infrastructure - not enough sidewalks, crumbling pools, an unsafe and depressing municipal court building are all things that negatively impact citizen quality of life.
- Please help with traffic.

- Please continue efforts for better traffic remedies and affordable housing for all.
- Solve the transportation issues. Lower taxes.
- Embrace change while keeping Austin Austin,.
- Stop making it so easy and cheap for developers to build condos!
- Move downtown shelters away from 6th street.
- Stop encouraging people to move to Austin! Traffic impossible!
- Stop bag ban at grocery stores!
- Don't allow 1626 to connect! We don't need big trucks or more cars on Mopac. I would force the mayor to sit in the traffic I sit in on Mopac - it's brutal.
- Neighborhood parking on city streets, use of garages.
- Work on the roads! They are an embarrassment to Austin as well as the traffic. Stop with the bike paths!
- Failed to pick up cut limbs after Memorial weekend 2015 devastation, as promised by city employees.
- The city council is making Austin an unaffordable place to live.
- Enterprise depts. (4) moratorium on pilot initiatives, get back to basics!
- The rising cost of taxes - especially AISD, two-thirds of my last tax bill, and rising cost of housing.
- Do what you do as unto the Lord God.
- Normal blue collar 9-5 workers cannot afford Austin.
- When adding bike lanes, use common sense. That is, is there room enough on the road, is it safe for bikers, does the bike lane connect with other lanes?
- Please reduce or maintain property taxes.
- Keep Austin business friendly to continue to attract major employers.
- Georgian Acres has great potential. Please address absent landlords/slumlords. Why so much attention on downtown and east Austin? North central Austin needs attention. Why were schools not included in survey?
- Traffic and property taxes will make me retire elsewhere.
- To reinforce handicap buses when people don't stop.
- Sending fire trucks to medical calls is a waste of money. More EMS trucks not fire trucks.
- The city is growing too fast for its infrastructure and losing much of what made it appealing.
- Please clean up the trash in Lady Bird Lake.
- Code enforcement needs to clean up this neighborhood and clear out these overcrowded homes.
- Continue to hold on to your moral values so the city can see the role model you are for the citizens and surrounding communities.
- Please be more concerned about bicycles on roadways. They are dangerous when they do not follow rules which is often.
- SB N Lamar between 183rd and 38th is in desperate needs of repair. Fifty first was repaved between Lamar and Leralynn but why did they stop at Leralynn? Constant potholes between Leralynn and airport for years!!! Repave N Lamar and 51st please!
- More Tejano festivals.

- Need traffic light at S. First street and Prince Valient Drive: New apartment development boxed in traffic at subdivision.
- Make a rational decision on stage 2 water restrictions in line with your stated policy!
- Bicycle accommodations are out of control. At the least make bicyclists follow the traffic laws!
- De-fund police, invest in education.
- Do not allow panhandlers/transits at corners.
- More resources for mass transit, including light rail to airport.
- Stop the growth and lower our taxes before the bottom falls out!!
- Why are tax dollars spend on policing Walmart, super markets, etc.? These are private entities...
- Reduce the number of departments and assistant city managers.
- Austin Public Library is phenomenal. Keep up the good job! Looking forward to compost program!
- Let everyone see our documentary "Crazy Carl: An Austin Love Story." www.beefandpie.com
- The increase in taxes on my home exceed any pay raise and I can't afford it. A tax increase without financial transaction seems wrong. Do something or we'll end up with very different city in 10 years.
- Get smarter on traffic.
- Please enforce short-term rental ordinance; many in our neighborhood do this without a permit for years without enforcement.
- Taxes and utility.
- Freeways are too congested. Need to expand.
- Quit putting all your focus on improving Mueller while you ignore Windsor Park!!!
- Better growth planning for the city is needed.
- Cost of utilities are too high!
- Improving flow of traffic by using our police in city and alternating speeds on highway @ peak times.
- Did not vote for you.
- Your 311 application is great.
- Stop expanding and destroying houses on east side. I am a single mother and I can't afford \$1100 rent.
- Please do something about rising property taxes!!
- Improving traffic, increasing urban density, improving air quality, drinking and water quality.
- The tolls are the worst thing ever.
- Spend your focus building better road systems in this city. Remove weekend congestion s downtown i.e. Art festival where Caesar Chavez is closed!! There are too many races/festivals downtown.
- Traffic and better schools.
- Too many homeless people allowed to beg for money on the corners at stop lights!
- Lower electricity prices.

- Stop with the studies and surveys of the roads and highways that cost millions. We need expanded roads, more lanes, and more overpasses. We do not need more bike lanes, or pedestrian bridges!
- Thanks for all your hard work.
- Get rid of the "Sanctuary City" title.
- How to reduce property taxes and maintain city services.
- Affordable housing for my kids!
- Streamline the building permit process!!
- I see my property tax increase each year but I don't see an equitable increase in services. Bowie High School is falling apart. My street is looking shabby. Where is my 30% increase in services?
- Dealing with homeless - begging on corners.
- Keep Austin a place for everybody to live in harmony.
- We need to feel better about APD. I despise them due to their apathy, violence, ignorance and practices. We need better and to feel safe.
- Invest in quality of our roads. Potholes and poor road quality are a constant reminder of how the city uses our tax dollars.
- Why do we have so many bike lanes? Do they pay taxes like cars?
- I think the city has lost touch with the burden it places on people to pay for growth. Taxes are too high.
- Austin is experiencing severe growing pains made worse by the rampant building of condos without the infrastructure to support the number of people moving here.
- "1. Mopac is a joke.
- 2. Why do we waste so much water?"
- Stop influx of people! Loved this city with all my heart, now looking to get out - traffic is terrible. Venues are so packed kids can't enjoy - how much money/popularity does one need???
- Make Austin affordable again!
- Living wage, affordable housing, education (incl. libraries), very important issues.
- Affordable housing is a critical issue! I do not feel that the city has done near enough about it.
- We need all high schools to have an entrepreneurship program.
- What is "affordable housing" when the city discusses it, and is density a better solution to affordability, rather than just incentives?
- I believe all of the bus stops should have a cover to protect the bus riders from the weather.
- Get affordable housing for the citizens that need to get into Austin to perform the low cost jobs that make Austin a great city. Getting to work is their major challenge. They are forced to move to outskirts of Austin due to increase in rent.
- We need more African Americans; growth needs to slow down.
- I believe some city employees are overpaid and should not be getting yearly raises.
- We really need affordable housing in the city and traffic control. More police too!
- Better conditions of the streets and more parks.
- Please don't let developers turn Austin into a rich person's playground. We need lots of support for affordable housing and small businesses. Thank you!

- It's getting too expensive to live in Austin!
- Protect Austin's culture!!!
- Property taxes are high and exceed my annual income increases. Consider lowering tax rate now that value has increased. I.E. when values dropped tax rate was increased between 2008-2010.
- Do something about the homeless begging on streets.
- Please help with traffic on Brodie Lane.
- Repeal the plastic bag ban.
- Please do not let Austin become a sanctuary city. Property taxes are at a rapid increase.
- Improve traffic on major highways.
- Affordable services to Austenite's living east and south. Special interests and the wealthy can take care of themselves.
- We need better traffic management/planning (trains, buses, etc.).
- Do something regarding the traffic on IH35 through downtown.
- Renters - code enforcement of rental homes. Be mindful of homeowners - clean yards - no debris.
- Stop these "new" urban communities...Bull Creek and 45th...let's have some green!
- Do something about the traffic.
- Affordable housing options for people making less than \$100K a year.
- Property taxes must be controlled!
- The traffic is maddening. Placing tolls on 290 and Lpl is double taxation. Consult with other major city leaders/engineers and figure it out. Thank you for remaining an environmentally conscious and open-to-all city.
- Create a neighborhood liaison system that would be the first step of code violation reporting. Change current policy to charge owner with violations beyond what was reported if call was anonymous.
- How do I qualify for affordable childcare and housing (refinance)?
- We need better pools. Austin has no pools for AISD students to compete in.
- Traffic is one of Austin's biggest problems. Why no questions about supporting more buses and trains?
- The poor people in Austin pay too much for utilities.
- Better safe bike paths are essential.
- Prevent loss of electricity.
- Drive thru all areas of city once a week. Take bus to work once a week.
- Work on diversity - racial, socio-economic, gender, etc.
- The city needs to do a better job on repairing our streets and drain systems.
- CapMetro buses destroy city streets. I have observed this for over two decades. Austin is getting way too expensive. Austin hates automobiles.
- Improve transportation safety on Mopac/35/183 to reduce traffic.
- Keep Danny McBeth Recreation Center for the special needs adults and after school programs.
- Get rid of the drug addicts and looters on the streets.
- More attention on city traffic, city growing and planning.

- Growth is out of control. Growth is the host of the majority of issues the city faces in terms of traffic, taxes, cost of living. Every day I miss Austin (as it was) a bit more.
- Fix the traffic congestion. Stop going from one-way to two-way streets. Stop trying to be pedestrian and bicycle friendly at the expense of cars.
- Availability and parking downtown is a nightmare.
- Move the homeless shelter to West Lake.
- Not to focus so much on northwest residents, but to focus on south Austin services provided to residents.
- Keep up the good work - I like efforts towards ped/bicycle friendly.
- I want to see a city connected by safe bike lanes or trails.
- Please fix Austin traffic and our street (road conditions).
- Taxes! Freeze taxes until you sell your property, so people are not forced to move from the neighborhood they chose.
- More housing options allowed of various sizes and prices!
- When residents are inconvenienced by the many festivals etc., that close streets and parks, we're told "they bring in money to the city." Please communicate where that money goes and I think people will be less annoyed.
- Having experienced 29 crimes, I find Austin to be inhospitable and ugly. Too much focus on victim groups, not enough actual victims. Austin caters far too much to special interest groups; it overregulates, and those promoting policies often are immune from the consequences.
- Traffic is awful, please fix it!!
- Affordable housing.
- Traffic - signal timing, metered on-ramps, growth!
- Control the flow of traffic on 35.
- Control growth and traffic better.
- Very low water pressure in our neighborhood! 30MPH - traffic goes 50MPH - need speed bumps.
- Slow the city's growth until the streets/highways are able to accommodate the already crowded byways.
- City has to spend more responsibly. Taxes are too high. Too much money is spent on frivolous things.
- Traffic is bad almost everywhere and too fast growth.
- Traffic problems.
- Not very effective on planning for growth and development, especially downtown, because traffic congestion and flow is horrible.
- More trains! More focus on helping traffic.
- School buses need air conditioning and jobs are paying too low. House taxes are too high.
- Don't hire too many employees.
- Something needs to be done about property taxes! Commercial properties need to share the burden.
- Planning and development dept. is dysfunctional and sometimes dishonest.
- The city residential inspectors during my house remodel were difficult and incompetent - they lacked common sense.

- Stop additional high rise downtown and slow down the city's growth!
- Need traffic relief - awful traffic all the time now.
- Remember the goal/plan of your position.
- Improve traffic flow to discourage red light runners. Continue to restrict billboards and signs which clutter up roads (360). Makes Austin unique.
- The quality of drinking water should be constantly reviewed.
- Property taxes are too high.
- Create better traffic control.
- Yours is a hard job. Keep up the good work!
- Stop worrying about luring people/businesses to Austin and start thinking about us.
- It is a daunting (if nearly impossible and wholly unpleasant) undertaking to develop real estate, either residentially or commercially, in the city of Austin. And I hate the traffic.
- You are doing a good job.
- More mass transit choices.
- Water and light rates. Traffic congestion on I-35.
- Need mass transit including suburbs. No toll roads.
- Demand more wheelchair access into business/restaurants.
- If confidential, why have address at bottom of page? You have already asked for race and zip code.
- Traffic issues are growing exceedingly.
- Traffic congestion as a result of inadequate infrastructure.
- Fix the traffic problem!!!!
- For the past several years our street has had water line breaks every few weeks. We had one on our street today and one the next street over five days ago. The whole system is deteriorating. Also, it takes months for the street to be patched properly afterwards.
- Stay in contact with senior/retired citizens.
- Get more restaurants with lake views.
- Fix I-35 immediately.
- Traffic planning to ease congestion.
- Vote against Austin Oaks PUD.
- Plan/prepare for the future.
- Mixed affordable housing. Gentrification is killing the cultural fabric of the city. Unfortunate lack of planning with city growth.
- Get all beggars off the streets immediately.
- Traffic is an issue.
- We need expressway.
- Improve traffic flow - stop reducing lanes on our roads and time stoplights better.
- I don't like single-family homes being replaced by condos/multi-family homes. It feels like developers can get away with building anything.
- Traffic should be your top priority.
- Make affordable housing a priority.
- Please place the issues of growth and diversity in terms of gentrification, public transit, etc. front and center.
- Censure Zimmerman.

- Tell Acevedo to get gangs under control and in jail/out of town.
- City services need to be streamlined and made more efficient and effective!
- Property taxes too high, zoning, sidewalks.
- Ride sharing services, while controversial, have greatly increased my safety - number of taxi licenses grossly insufficient and used to be a big safety issue.
- Slow growth and reduce property taxes.
- Do not encourage Latiners.
- Expand the road. Why does it take so long to expand MoPac? Go see Singapore and China and how fast they build their highway.
- Homeless under bridges, overpasses, and their trash, messes that they leave everywhere.
- Improve affordable energy by providing solutions to reduce cost in the entire city.
- Heavy traffic in the area where I live between 7am - 8am and 5pm - 6pm on 969 and MLK.
- Please improve the parks - up the number of parks.
- Something has to be done about traffic congestion.
- See above. Why do Hispanics have to be other? Austin - Why be ignorant when it comes to rights of minorities?
- Housing affordability/Austin Energy is a monopoly.
- More roads/slow down growth.
- Seventy percent of taxes go to APD. Cut salaries at APD. No APD makes over 100K.
- Improve traffic flow and control.
- Enforce traffic laws: speeding on MoPac (55mph) - mobile electronic devices!
- Glad Austin has single member districts.
- Taxes for east Austin ridiculous.
- If you have any kind of a problem, dealing with Austin Energy and waste/utilities is a serious kafka-esque nightmare of unresponsive, never-ending bureaucracy and utter, mind-blowing incompetence.
- Less freaking bike lanes!!
- We need to remain aware of Austin's affordability for all age groups and get better control of our traffic issues and taxes.
- Need 2x a week trash pickup and weekly recycling pick up. Trash men should get out of truck to pick up items that won't fit in trash can.
- Help to the homeless people living on the streets.
- Too much litter on streets and too much drinking/party culture.
- Diversify the city. So segregated.
- Growth planning and traffic is ridiculous.
- Improve road conditions.
- More help for senior's transportation.
- Too many bike lanes, they are not being used, smaller lanes for cars and trucks, not safe.
- Reduction of rush hour traffic.
- Many, many unfinished and under maintained sidewalks.
- Be careful when cutting programs to avoid having a disparate impact of those w/lower economic status. Library, pools.
- Property taxes are too high - impossible to retire in Austin.

- Go back to 6 at large council!
- Traffic is killing this city. Need to emphasize flow of traffic rather than local interests. Everyone benefits when traffic flows!
- Improvement of traffic without tolls and without extra bike lanes is desperately needed!!!
- Ensure that parents of immigrants are not ill-treated because of miscommunication.
- Please stop narrowing streets to add bicycle lanes! It's creating a hazard for cars!
- The best America, I loved.
- I drive and I'm afraid to go when light turns, people go on red lights.

2015 City of Austin Community Survey – *Appendix B: Cross-tabular Data by Council District*

...helping organizations make better decisions since 1982

Submitted to the City of Austin, Texas by:

ETC Institute
725 W. Frontier Lane,
Olathe, Kansas
66061

January 2016



2015 City of Austin Community Survey: Appendix B - Crosstabular Data by Council District

Q1. Perceptions of the Community (Without "Don't Know")

N=2060	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q1a. City of Austin as a place to live</u>											
Very Satisfied	37.5%	33.5%	37.2%	28.0%	37.8%	36.4%	33.0%	37.6%	41.7%	41.5%	36.5%
Satisfied	44.4%	41.0%	33.2%	46.5%	43.3%	44.9%	45.8%	49.5%	46.2%	49.3%	44.5%
Neutral	11.1%	13.5%	17.1%	18.5%	11.9%	11.1%	10.3%	8.1%	8.0%	5.5%	11.5%
Dissatisfied	5.1%	8.5%	8.5%	5.0%	5.0%	4.5%	8.9%	3.8%	2.0%	3.2%	5.4%
Very Dissatisfied	1.9%	3.5%	4.0%	2.0%	2.0%	3.0%	2.0%	1.0%	2.0%	0.5%	2.2%
<u>Q1b. City of Austin as a place to raise children</u>											
Very Satisfied	33.3%	30.6%	34.3%	27.3%	33.7%	34.1%	23.1%	34.0%	35.0%	42.4%	32.9%
Satisfied	42.1%	35.5%	36.0%	41.0%	41.3%	41.6%	48.5%	46.8%	38.7%	45.8%	41.8%
Neutral	17.4%	23.0%	17.1%	21.9%	19.0%	16.8%	20.1%	13.8%	22.1%	10.3%	18.0%
Dissatisfied	5.6%	7.7%	5.7%	7.7%	4.9%	4.9%	6.5%	4.3%	3.1%	1.0%	5.1%
Very Dissatisfied	1.5%	3.3%	6.9%	2.2%	1.1%	2.7%	1.8%	1.1%	1.2%	0.5%	2.2%

2015 City of Austin Community Survey: Appendix B - Crosstabular Data by Council District

Q1. Perceptions of the Community (Without "Don't Know")

N=2060	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q1c. City of Austin as a place to work</u>											
Very Satisfied	34.6%	33.3%	38.3%	27.6%	38.7%	31.3%	29.2%	35.7%	37.4%	41.0%	34.7%
Satisfied	43.9%	41.5%	38.8%	44.7%	40.7%	48.7%	49.0%	45.9%	42.6%	47.6%	44.4%
Neutral	11.2%	14.9%	15.3%	18.6%	12.6%	13.3%	15.8%	12.6%	13.8%	9.5%	13.7%
Dissatisfied	7.0%	7.2%	6.1%	6.5%	7.0%	4.1%	5.0%	4.8%	4.6%	1.4%	5.4%
Very Dissatisfied	3.3%	3.1%	1.5%	2.5%	1.0%	2.6%	1.0%	1.0%	1.5%	0.5%	1.8%
 <u>Q1d. City of Austin as a place to retire</u>											
Very Satisfied	31.2%	22.5%	22.4%	19.1%	22.0%	17.3%	15.3%	25.8%	23.5%	23.9%	22.4%
Satisfied	30.6%	28.3%	27.6%	30.6%	22.5%	31.3%	28.4%	21.0%	26.5%	25.4%	27.2%
Neutral	22.0%	20.9%	21.3%	25.7%	30.4%	27.4%	25.6%	29.6%	30.2%	27.9%	26.1%
Dissatisfied	9.7%	15.5%	19.0%	13.1%	18.3%	13.4%	15.3%	15.1%	16.0%	16.8%	15.2%
Very Dissatisfied	6.5%	12.8%	9.8%	11.5%	6.8%	10.6%	15.3%	8.6%	3.7%	6.1%	9.2%

2015 City of Austin Community Survey: Appendix B - Crosstabular Data by Council District

Q1. Perceptions of the Community (Without "Don't Know")

N=2060	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q1e. Overall value received for City tax dollars & fees</u>											
Very Satisfied	12.7%	6.8%	9.3%	10.6%	10.2%	4.1%	7.5%	10.0%	6.3%	8.5%	8.7%
Satisfied	30.4%	24.5%	29.5%	24.7%	30.6%	28.9%	36.0%	33.0%	44.5%	34.1%	31.6%
Neutral	32.4%	30.7%	25.9%	32.3%	29.1%	35.1%	27.5%	28.7%	28.8%	33.6%	30.4%
Dissatisfied	16.2%	24.5%	22.3%	21.7%	19.9%	19.6%	18.0%	22.0%	16.2%	17.1%	19.7%
Very Dissatisfied	8.3%	13.5%	13.0%	10.6%	10.2%	12.4%	11.0%	6.2%	4.2%	6.6%	9.6%
 <u>Q1f. Overall quality of life in City</u>											
Very Satisfied	22.7%	19.2%	27.9%	17.0%	23.9%	20.7%	20.4%	27.1%	28.6%	25.5%	23.3%
Satisfied	54.2%	45.5%	39.6%	53.0%	53.2%	50.0%	49.8%	52.4%	50.8%	57.4%	50.7%
Neutral	15.3%	21.2%	19.8%	18.5%	15.9%	22.7%	16.9%	13.8%	14.6%	13.0%	17.1%
Dissatisfied	5.1%	9.1%	7.1%	8.0%	6.0%	6.1%	10.4%	5.7%	5.0%	4.2%	6.6%
Very Dissatisfied	2.8%	5.1%	5.6%	3.5%	1.0%	0.5%	2.5%	1.0%	1.0%	0.0%	2.3%

2015 City of Austin Community Survey: Appendix B - Crosstabular Data by Council District

Q1. Perceptions of the Community (Without "Don't Know")

N=2060	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q1g. How well City is planning growth</u>											
Very Satisfied	10.2%	11.3%	11.3%	6.3%	8.5%	3.6%	4.6%	4.9%	2.0%	2.9%	6.5%
Satisfied	21.8%	16.5%	16.9%	16.7%	15.4%	13.9%	11.2%	13.2%	14.3%	16.9%	15.7%
Neutral	23.8%	21.1%	17.9%	25.5%	22.4%	20.6%	24.4%	23.5%	21.9%	25.1%	22.7%
Dissatisfied	26.2%	24.2%	24.1%	25.5%	29.9%	26.8%	32.0%	33.8%	35.2%	31.4%	29.0%
Very Dissatisfied	18.0%	26.8%	29.7%	26.0%	23.9%	35.1%	27.9%	24.5%	26.5%	23.7%	26.1%
 <u>Q1h. Overall quality of services provided by City</u>											
Very Satisfied	16.1%	11.2%	17.3%	10.9%	10.4%	6.2%	12.0%	13.4%	9.6%	9.3%	11.7%
Satisfied	51.2%	37.6%	36.5%	45.3%	46.0%	43.1%	46.0%	49.3%	60.9%	57.7%	47.5%
Neutral	19.4%	28.4%	31.0%	27.4%	29.7%	31.3%	27.0%	29.2%	20.3%	25.6%	26.9%
Dissatisfied	10.0%	15.7%	9.6%	10.9%	10.9%	14.9%	12.0%	6.7%	6.6%	6.0%	10.3%
Very Dissatisfied	3.3%	7.1%	5.6%	5.5%	3.0%	4.6%	3.0%	1.4%	2.5%	1.4%	3.7%

2015 City of Austin Community Survey: Appendix B - Crosstabular Data by Council District

Q2. Overall Satisfaction with Major City Services (Without "Don't Know")

N=2060	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q2a. Overall quality of parks & recreation programs & facilities</u>											
Very Satisfied	28.6%	19.9%	25.7%	21.9%	23.7%	16.1%	16.2%	26.4%	27.2%	25.1%	23.2%
Satisfied	48.1%	50.8%	45.5%	44.9%	55.6%	50.5%	53.8%	55.7%	52.3%	49.8%	50.7%
Neutral	14.1%	18.3%	17.1%	25.1%	15.7%	24.7%	17.3%	14.9%	14.9%	21.2%	18.2%
Dissatisfied	6.3%	6.3%	8.6%	5.9%	3.5%	6.5%	8.6%	2.5%	4.6%	3.4%	5.6%
Very Dissatisfied	2.9%	4.7%	3.2%	2.1%	1.5%	2.2%	4.1%	0.5%	1.0%	0.5%	2.3%
 <u>Q2b. Overall quality of City libraries</u>											
Very Satisfied	34.2%	22.9%	25.6%	23.3%	26.4%	22.8%	24.4%	27.2%	26.7%	23.5%	25.8%
Satisfied	48.7%	49.1%	45.9%	46.6%	44.5%	42.4%	45.8%	43.9%	49.4%	49.2%	46.7%
Neutral	13.6%	22.3%	23.3%	27.3%	23.6%	28.5%	19.6%	24.9%	19.9%	19.1%	22.0%
Dissatisfied	1.5%	3.4%	3.5%	1.7%	4.9%	2.5%	9.5%	3.5%	2.8%	7.7%	4.1%
Very Dissatisfied	2.0%	2.3%	1.7%	1.1%	0.5%	3.8%	0.6%	0.6%	1.1%	0.5%	1.4%

2015 City of Austin Community Survey: Appendix B - Crosstabular Data by Council District

Q2. Overall Satisfaction with Major City Services (Without "Don't Know")

N=2060	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q2c. Overall quality of public safety services</u>											
Very Satisfied	29.9%	28.8%	28.8%	24.1%	23.0%	21.9%	24.2%	26.8%	25.3%	25.4%	25.9%
Satisfied	45.1%	41.4%	47.0%	45.5%	54.5%	52.9%	46.5%	49.5%	55.3%	57.6%	49.5%
Neutral	18.6%	22.7%	16.7%	22.0%	17.5%	20.9%	19.2%	16.7%	16.3%	14.1%	18.4%
Dissatisfied	3.9%	3.5%	2.5%	5.8%	3.0%	2.7%	7.1%	5.6%	2.1%	1.5%	3.8%
Very Dissatisfied	2.5%	3.5%	5.1%	2.6%	2.0%	1.6%	3.0%	1.5%	1.1%	1.5%	2.4%
 <u>Q2d. Overall quality of municipal court services</u>											
Very Satisfied	12.8%	11.8%	15.1%	11.7%	11.4%	10.9%	10.7%	10.3%	13.8%	12.7%	12.1%
Satisfied	39.4%	37.3%	36.5%	29.2%	42.0%	39.5%	37.1%	47.1%	44.4%	37.3%	39.0%
Neutral	39.4%	35.4%	27.7%	45.5%	34.7%	37.2%	35.2%	30.3%	35.6%	40.0%	36.1%
Dissatisfied	5.0%	8.7%	14.5%	7.1%	6.8%	5.4%	12.6%	9.7%	3.8%	4.0%	7.8%
Very Dissatisfied	3.3%	6.8%	6.3%	6.5%	5.1%	7.0%	4.4%	2.6%	2.5%	6.0%	5.0%

2015 City of Austin Community Survey: Appendix B - Crosstabular Data by Council District

Q2. Overall Satisfaction with Major City Services (Without "Don't Know")

N=2060

	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q2e. Overall quality of Austin-Bergstrom International Airport</u>											
Very Satisfied	33.3%	30.1%	27.8%	28.4%	30.7%	32.8%	33.5%	36.0%	44.9%	40.9%	34.1%
Satisfied	46.3%	51.7%	50.6%	49.7%	53.1%	48.7%	45.0%	47.9%	42.3%	46.5%	48.1%
Neutral	16.9%	15.9%	16.7%	19.1%	13.0%	14.4%	16.5%	11.4%	10.2%	9.8%	14.3%
Dissatisfied	1.5%	1.7%	3.3%	2.7%	3.1%	2.6%	4.5%	4.7%	1.5%	2.3%	2.8%
Very Dissatisfied	2.0%	0.6%	1.7%	0.0%	0.0%	1.5%	0.5%	0.0%	1.0%	0.5%	0.8%

Q2f. Overall quality of drinking water provided by Austin Water Utility

Very Satisfied	33.5%	30.7%	29.1%	30.2%	32.5%	29.4%	32.5%	37.3%	33.5%	39.6%	32.9%
Satisfied	45.8%	41.7%	42.9%	42.7%	47.7%	47.2%	42.9%	43.1%	47.5%	47.9%	44.9%
Neutral	15.1%	19.6%	18.9%	18.1%	14.2%	18.3%	16.3%	15.3%	14.0%	6.9%	15.6%
Dissatisfied	3.3%	5.5%	5.6%	5.5%	3.6%	4.1%	6.4%	3.3%	4.5%	3.7%	4.5%
Very Dissatisfied	2.4%	2.5%	3.6%	3.5%	2.0%	1.0%	2.0%	1.0%	0.5%	1.8%	2.0%

2015 City of Austin Community Survey: Appendix B - Crosstabular Data by Council District

Q2. Overall Satisfaction with Major City Services (Without "Don't Know")

N=2060	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q2g. Overall quality of wastewater services provided by Austin Water Utility</u>											
Very Satisfied	27.2%	21.1%	22.8%	23.5%	20.6%	21.8%	25.0%	25.1%	28.8%	29.9%	24.6%
Satisfied	45.1%	41.7%	45.5%	41.8%	50.3%	45.7%	45.9%	44.3%	50.3%	53.6%	46.5%
Neutral	20.9%	25.1%	24.9%	26.5%	21.6%	24.5%	19.9%	23.6%	13.1%	13.3%	21.3%
Dissatisfied	3.4%	6.5%	3.2%	6.1%	5.0%	5.3%	7.1%	5.9%	6.3%	1.9%	5.1%
Very Dissatisfied	3.4%	5.5%	3.7%	2.0%	2.5%	2.7%	2.0%	1.0%	1.6%	1.4%	2.6%
 <u>Q2h. Overall quality of electric utility services provided by Austin Energy</u>											
Very Satisfied	24.4%	19.3%	23.7%	20.0%	20.5%	16.5%	19.7%	25.0%	25.8%	24.8%	22.2%
Satisfied	46.0%	39.1%	39.9%	40.5%	48.2%	46.8%	46.8%	47.9%	47.0%	49.1%	45.1%
Neutral	20.2%	26.4%	23.7%	27.0%	23.6%	25.9%	23.2%	16.0%	16.2%	16.8%	21.7%
Dissatisfied	3.8%	5.6%	6.1%	6.5%	5.1%	5.8%	7.9%	7.4%	7.6%	5.6%	6.1%
Very Dissatisfied	5.6%	9.6%	6.6%	6.0%	2.6%	5.0%	2.5%	3.7%	3.5%	3.7%	4.9%

2015 City of Austin Community Survey: Appendix B - Crosstabular Data by Council District

Q2. Overall Satisfaction with Major City Services (Without "Don't Know")

N=2060	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q2i. Overall maintenance of City streets & sidewalks</u>											
Very Satisfied	9.8%	6.0%	10.1%	6.1%	9.0%	7.0%	5.9%	10.5%	8.0%	7.4%	8.0%
Satisfied	30.4%	21.1%	23.6%	26.8%	32.3%	33.7%	28.1%	34.4%	31.0%	43.3%	30.6%
Neutral	30.4%	33.2%	28.6%	33.8%	31.8%	37.7%	28.1%	28.7%	23.0%	26.7%	30.2%
Dissatisfied	19.2%	22.6%	22.1%	21.7%	18.4%	13.1%	29.6%	21.1%	29.0%	15.7%	21.2%
Very Dissatisfied	10.3%	17.1%	15.6%	11.6%	8.5%	8.5%	8.4%	5.3%	9.0%	6.9%	10.1%
 <u>Q2j. Overall management of stormwater runoff</u>											
Very Satisfied	12.1%	7.4%	13.4%	10.6%	12.5%	10.9%	9.3%	15.9%	7.3%	8.6%	10.8%
Satisfied	37.4%	32.1%	35.8%	33.9%	40.2%	42.0%	38.3%	34.4%	37.4%	49.7%	38.1%
Neutral	34.7%	45.3%	32.6%	39.7%	37.0%	35.6%	30.6%	36.9%	34.6%	29.4%	35.7%
Dissatisfied	8.4%	7.9%	11.8%	8.5%	9.2%	5.7%	17.5%	9.7%	15.1%	11.2%	10.5%
Very Dissatisfied	7.4%	7.4%	6.4%	7.4%	1.1%	5.7%	4.4%	3.1%	5.6%	1.0%	4.9%

2015 City of Austin Community Survey: Appendix B - Crosstabular Data by Council District

Q2. Overall Satisfaction with Major City Services (Without "Don't Know")

N=2060

	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q2k. Overall effectiveness of communication by City of Austin</u>											
Very Satisfied	15.2%	10.3%	13.8%	8.9%	11.3%	5.8%	8.5%	11.0%	6.8%	7.5%	9.9%
Satisfied	38.2%	31.4%	29.8%	32.5%	42.3%	36.3%	33.5%	41.5%	38.4%	42.3%	36.7%
Neutral	32.8%	42.3%	36.2%	44.0%	33.0%	42.6%	41.5%	38.0%	40.5%	40.3%	39.1%
Dissatisfied	10.3%	8.2%	10.1%	7.9%	10.3%	10.5%	12.2%	9.0%	11.6%	7.0%	9.7%
Very Dissatisfied	3.4%	7.7%	10.1%	6.8%	3.1%	4.7%	4.3%	0.5%	2.6%	3.0%	4.6%

Q2l. Overall quality of health & human services provided by City

Very Satisfied	18.9%	16.1%	21.6%	10.0%	11.6%	8.8%	7.4%	11.7%	8.2%	9.2%	12.6%
Satisfied	43.3%	33.3%	33.5%	35.9%	41.9%	41.9%	30.7%	38.3%	44.2%	43.8%	38.5%
Neutral	27.2%	35.1%	29.0%	38.8%	36.6%	37.5%	46.6%	37.7%	40.1%	39.2%	36.6%
Dissatisfied	7.8%	9.2%	11.4%	10.6%	7.6%	7.4%	12.9%	9.1%	6.1%	6.5%	8.9%
Very Dissatisfied	2.8%	6.3%	4.5%	4.7%	2.3%	4.4%	2.5%	3.2%	1.4%	1.3%	3.4%

2015 City of Austin Community Survey: Appendix B - Crosstabular Data by Council District

Q2. Overall Satisfaction with Major City Services (Without "Don't Know")

N=2060	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q2m. Overall quality of planning, development review, permitting & inspection services</u>											
Very Satisfied	10.3%	4.3%	8.3%	7.2%	9.2%	3.7%	3.0%	5.2%	1.7%	2.9%	5.6%
Satisfied	29.2%	29.3%	22.5%	12.0%	22.5%	18.4%	13.1%	18.4%	17.1%	15.6%	19.9%
Neutral	36.2%	37.2%	34.9%	41.9%	29.5%	33.1%	38.1%	34.5%	32.6%	33.5%	35.1%
Dissatisfied	16.2%	14.0%	16.6%	24.0%	23.1%	22.1%	26.2%	24.1%	29.1%	27.2%	22.3%
Very Dissatisfied	8.1%	15.2%	17.8%	15.0%	15.6%	22.7%	19.6%	17.8%	19.4%	20.8%	17.1%
<u>Q2n. Animal services</u>											
Very Satisfied	21.3%	18.5%	22.9%	20.7%	15.6%	16.3%	11.4%	17.1%	20.1%	14.6%	18.0%
Satisfied	44.1%	33.7%	35.3%	37.4%	49.2%	46.8%	47.9%	47.4%	45.1%	43.0%	42.9%
Neutral	28.2%	33.1%	32.9%	34.6%	29.1%	32.6%	33.5%	29.1%	29.3%	36.7%	31.8%
Dissatisfied	2.7%	9.0%	4.7%	5.6%	3.4%	1.4%	4.8%	5.1%	4.3%	3.8%	4.5%
Very Dissatisfied	3.7%	5.6%	4.1%	1.7%	2.8%	2.8%	2.4%	1.1%	1.2%	1.9%	2.8%

2015 City of Austin Community Survey: Appendix B - Crosstabular Data by Council District

Q3. Which THREE of the items in Question #2 do you think are most important for the city to provide? (Sum of Top Three Choices)

N=2060	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q3. Sum of Top 3 Choices</u>											
Quality of parks & recreation programs & facilities	17.1%	19.7%	17.9%	16.9%	22.2%	18.5%	16.6%	21.1%	27.4%	17.5%	19.5%
Quality of City libraries	6.9%	5.9%	7.0%	8.0%	9.4%	7.0%	7.8%	9.4%	9.0%	5.1%	7.5%
Quality of public safety services	43.5%	47.3%	48.3%	54.7%	48.3%	58.5%	56.6%	59.2%	56.2%	60.4%	53.3%
Quality of municipal court services	6.0%	7.4%	4.5%	5.5%	5.9%	4.0%	2.9%	2.8%	3.0%	5.5%	4.8%
Quality of Austin-Bergstrom International Airport	7.9%	3.9%	1.5%	1.0%	4.9%	8.0%	3.9%	8.0%	5.0%	8.3%	5.3%
Quality of drinking water provided by Austin Water Utility	24.5%	33.0%	32.8%	35.8%	32.5%	48.5%	38.5%	41.3%	36.8%	51.2%	37.5%
Quality of wastewater services provided by Austin Water Utility	7.9%	10.3%	6.0%	9.0%	4.9%	8.0%	6.3%	7.0%	5.0%	8.8%	7.3%
Quality of electric utility services provided by Austin Energy	23.6%	25.6%	18.9%	27.9%	23.6%	17.5%	28.3%	22.5%	22.4%	25.8%	23.6%

2015 City of Austin Community Survey: Appendix B - Crosstabular Data by Council District

Q3. Which THREE of the items in Question #2 do you think are most important for the city to provide? (Sum of Top Three Choices) (cont.)

N=2060	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q3. Sum of Top 3 Choices (Cont.)</u>											
Maintenance of City streets & sidewalks	32.9%	35.0%	36.8%	30.3%	35.0%	38.0%	36.6%	35.7%	33.8%	29.5%	34.3%
Management of stormwater runoff	10.6%	9.4%	10.9%	5.0%	4.4%	8.0%	2.9%	2.3%	5.0%	4.1%	6.3%
Effectiveness of communication by City of Austin	7.4%	7.9%	8.5%	9.0%	7.4%	6.5%	7.3%	6.1%	6.0%	5.1%	7.1%
Quality of health & human services provided by City	25.9%	24.6%	24.9%	15.4%	20.7%	14.5%	25.4%	17.4%	19.9%	15.7%	20.4%
Quality of planning, development review, permitting & inspection services	17.6%	14.3%	20.4%	17.9%	22.7%	27.0%	24.4%	27.2%	28.4%	18.9%	21.8%
Animal services	6.5%	6.9%	8.0%	8.5%	6.4%	4.5%	4.9%	5.6%	3.5%	3.2%	5.8%
None chosen	26.9%	23.2%	21.9%	22.9%	17.7%	13.0%	13.7%	12.7%	12.9%	16.1%	18.1%

2015 City of Austin Community Survey: Appendix B - Crosstabular Data by Council District

Q4. Feeling of Safety (Without "Don't Know")

N=2060	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q4a. I feel safe in my neighborhood during the day</u>											
Strongly Agree	42.8%	37.1%	41.7%	29.9%	41.3%	57.0%	51.5%	63.2%	64.5%	67.1%	49.7%
Agree	47.0%	42.6%	40.7%	47.8%	53.7%	39.5%	37.7%	33.5%	32.5%	30.5%	40.5%
Neutral	5.6%	11.4%	8.5%	13.9%	2.5%	3.5%	8.8%	2.9%	1.5%	1.9%	6.0%
Disagree	3.3%	5.0%	7.5%	7.0%	2.0%	0.0%	1.0%	0.5%	1.5%	0.5%	2.8%
Strongly Disagree	1.4%	4.0%	1.5%	1.5%	0.5%	0.0%	1.0%	0.0%	0.0%	0.0%	1.0%
 <u>Q4b. I feel safe in my neighborhood at night</u>											
Strongly Agree	24.7%	20.9%	28.8%	17.4%	25.9%	38.5%	31.4%	43.3%	36.0%	50.0%	31.8%
Agree	40.5%	40.8%	34.3%	33.3%	54.2%	52.0%	46.6%	43.8%	42.5%	41.1%	42.9%
Neutral	19.5%	21.9%	16.7%	20.4%	14.4%	8.5%	13.7%	8.2%	11.5%	4.2%	13.9%
Disagree	10.7%	10.9%	11.1%	18.9%	5.0%	0.5%	5.9%	4.3%	9.0%	4.2%	8.0%
Strongly Disagree	4.7%	5.5%	9.1%	10.0%	0.5%	0.5%	2.5%	0.5%	1.0%	0.5%	3.4%

2015 City of Austin Community Survey: Appendix B - Crosstabular Data by Council District

Q4. Feeling of Safety (Without "Don't Know")

N=2060	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q4c. I feel safe in City parks</u>											
Strongly Agree	24.6%	17.6%	20.4%	15.1%	16.3%	11.7%	15.7%	18.3%	26.6%	21.5%	18.9%
Agree	42.1%	33.5%	39.2%	41.4%	48.4%	54.4%	48.6%	47.2%	50.5%	50.8%	45.7%
Neutral	24.6%	30.2%	22.7%	28.0%	29.5%	30.6%	25.4%	25.9%	15.1%	21.0%	25.2%
Disagree	6.2%	14.8%	11.0%	10.8%	4.2%	3.3%	8.1%	5.6%	5.7%	6.7%	7.6%
Strongly Disagree	2.6%	3.8%	6.6%	4.8%	1.6%	0.0%	2.2%	3.0%	2.1%	0.0%	2.7%

Q4. Feeling of Safety (Without "Don't Know")

N=2060	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q4d. I feel safe walking alone in Downtown during the day</u>											
Strongly Agree	38.5%	25.0%	32.8%	29.8%	26.0%	34.2%	33.0%	34.7%	48.7%	44.7%	34.9%
Agree	32.5%	44.1%	34.9%	38.1%	52.0%	46.2%	43.8%	49.0%	40.4%	41.7%	42.3%
Neutral	18.0%	13.8%	18.8%	18.8%	13.5%	14.1%	15.5%	13.3%	7.8%	8.3%	14.1%
Disagree	8.5%	12.2%	7.5%	8.8%	5.5%	5.4%	4.6%	2.0%	2.6%	4.4%	6.1%
Strongly Disagree	2.5%	4.8%	5.9%	4.4%	3.0%	0.0%	3.1%	1.0%	0.5%	1.0%	2.6%

2015 City of Austin Community Survey: Appendix B - Crosstabular Data by Council District

Q4. Feeling of Safety (Without "Don't Know")

N=2060

	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q4e. I feel safe walking alone in Downtown at night</u>											
Strongly Agree	12.1%	6.6%	7.3%	5.9%	8.4%	6.0%	3.8%	6.0%	10.5%	8.9%	7.6%
Agree	21.6%	16.4%	17.4%	20.7%	17.4%	19.8%	22.6%	16.3%	26.2%	27.2%	20.6%
Neutral	23.2%	24.0%	23.6%	25.4%	23.7%	34.1%	27.4%	34.8%	28.3%	26.2%	27.0%
Disagree	26.8%	27.3%	25.8%	24.9%	33.2%	27.5%	31.2%	30.4%	26.7%	29.8%	28.4%
Strongly Disagree	16.3%	25.7%	25.8%	23.1%	17.4%	12.6%	15.1%	12.5%	8.4%	7.9%	16.3%

2015 City of Austin Community Survey: Appendix B - Crosstabular Data by Council District

Q5. Maintenance and Appearance of the City (Without "Don't Know")

N=2060	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q5a. Condition of major City streets</u>											
Very Satisfied	10.8%	5.1%	7.5%	6.0%	7.9%	8.1%	9.5%	10.0%	5.6%	6.0%	7.7%
Satisfied	42.7%	35.9%	31.7%	36.5%	40.6%	36.0%	38.8%	41.6%	42.3%	48.4%	39.6%
Neutral	23.0%	30.3%	25.1%	25.0%	26.2%	27.9%	21.9%	23.0%	24.0%	24.2%	25.0%
Dissatisfied	21.1%	20.2%	22.6%	23.0%	15.8%	20.8%	25.4%	21.5%	25.0%	15.8%	21.1%
Very Dissatisfied	2.3%	8.6%	13.1%	9.5%	9.4%	7.1%	4.5%	3.8%	3.1%	5.6%	6.7%
 <u>Q5b. Condition of streets in your neighborhood</u>											
Very Satisfied	12.2%	9.5%	10.0%	9.5%	11.9%	16.5%	10.9%	28.2%	12.7%	18.1%	14.0%
Satisfied	36.2%	41.3%	28.0%	36.3%	54.5%	53.0%	46.0%	52.2%	42.6%	52.6%	44.3%
Neutral	23.5%	22.9%	25.0%	26.4%	15.8%	17.5%	19.8%	10.5%	18.8%	13.5%	19.3%
Dissatisfied	21.6%	16.9%	24.0%	17.9%	14.9%	11.5%	18.8%	8.6%	20.3%	14.4%	16.9%
Very Dissatisfied	6.6%	9.5%	13.0%	10.0%	3.0%	1.5%	4.5%	0.5%	5.6%	1.4%	5.5%

2015 City of Austin Community Survey: Appendix B - Crosstabular Data by Council District

Q5. Maintenance and Appearance of the City (Without "Don't Know")

N=2060	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q5c. Condition of sidewalks in your neighborhood</u>											
Very Satisfied	9.6%	11.2%	10.5%	7.6%	11.5%	15.0%	9.0%	26.5%	13.3%	13.2%	12.8%
Satisfied	29.3%	33.2%	26.8%	25.4%	45.0%	51.9%	37.0%	42.2%	28.7%	41.0%	36.1%
Neutral	24.5%	20.9%	20.5%	29.9%	18.0%	19.8%	26.0%	17.2%	20.2%	21.5%	21.9%
Dissatisfied	19.7%	19.9%	21.1%	22.8%	16.0%	9.1%	18.0%	12.7%	23.9%	19.0%	18.2%
Very Dissatisfied	16.8%	14.8%	21.1%	14.2%	9.5%	4.3%	10.0%	1.5%	13.8%	5.4%	11.1%
 <u>Q5d. Timing of traffic signals on City streets</u>											
Very Satisfied	9.7%	5.6%	7.6%	5.0%	5.6%	6.6%	7.5%	6.7%	4.1%	5.2%	6.4%
Satisfied	33.8%	33.8%	37.4%	31.3%	38.1%	29.6%	27.0%	32.1%	41.5%	36.7%	34.1%
Neutral	29.0%	30.3%	24.2%	30.3%	23.9%	26.5%	25.0%	24.9%	25.4%	21.4%	26.1%
Dissatisfied	18.4%	19.5%	19.2%	21.4%	17.8%	18.4%	26.5%	25.4%	17.6%	21.0%	20.5%
Very Dissatisfied	9.2%	10.8%	11.6%	11.9%	14.7%	18.9%	14.0%	11.0%	11.4%	15.7%	12.9%

2015 City of Austin Community Survey: Appendix B - Crosstabular Data by Council District

Q5. Maintenance and Appearance of the City (Without "Don't Know")

N=2060	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q5e. Traffic flow on major City streets</u>											
Very Satisfied	5.2%	1.5%	6.6%	1.5%	2.5%	1.5%	2.0%	1.9%	0.5%	0.0%	2.3%
Satisfied	20.0%	14.9%	14.7%	16.7%	13.1%	10.7%	12.8%	15.8%	13.2%	16.7%	14.9%
Neutral	23.3%	23.9%	18.8%	26.8%	20.1%	19.4%	18.7%	16.3%	21.8%	17.7%	20.6%
Dissatisfied	25.7%	30.8%	29.4%	28.3%	37.2%	33.2%	36.0%	37.3%	36.5%	40.0%	33.5%
Very Dissatisfied	25.7%	28.9%	30.5%	26.8%	27.1%	35.2%	30.5%	28.7%	27.9%	25.6%	28.6%
 <u>Q5f. Pedestrian accessibility</u>											
Very Satisfied	9.8%	7.9%	13.6%	5.6%	5.1%	6.6%	5.8%	11.0%	6.2%	5.9%	7.8%
Satisfied	29.9%	33.2%	28.3%	27.7%	42.1%	35.4%	27.2%	38.5%	31.4%	33.2%	32.7%
Neutral	30.4%	35.8%	28.3%	31.8%	24.1%	34.8%	28.8%	29.0%	26.3%	37.1%	30.6%
Dissatisfied	20.6%	13.7%	15.7%	24.1%	19.5%	18.2%	24.6%	19.0%	24.2%	18.0%	19.8%
Very Dissatisfied	9.3%	9.5%	14.1%	10.8%	9.2%	5.0%	13.6%	2.5%	11.9%	5.9%	9.1%

2015 City of Austin Community Survey: Appendix B - Crosstabular Data by Council District

Q5. Maintenance and Appearance of the City (Without "Don't Know")

N=2060	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q5g. Bicycle accessibility</u>											
Very Satisfied	9.3%	8.3%	11.7%	14.4%	7.9%	12.3%	9.6%	18.6%	10.2%	9.8%	11.2%
Satisfied	28.4%	29.3%	23.5%	26.7%	36.5%	30.3%	25.3%	28.2%	26.6%	32.1%	28.7%
Neutral	36.6%	37.6%	33.5%	31.7%	33.7%	39.4%	36.5%	33.3%	31.1%	35.3%	34.8%
Dissatisfied	13.9%	14.4%	16.8%	13.9%	11.2%	10.3%	22.5%	13.6%	21.5%	16.3%	15.5%
Very Dissatisfied	11.9%	10.5%	14.5%	13.3%	10.7%	7.7%	6.2%	6.2%	10.7%	6.5%	9.9%
 <u>Q5h. Enforcement of local codes & ordinances</u>											
Very Satisfied	9.5%	6.4%	5.6%	5.8%	6.1%	6.5%	5.1%	10.8%	3.2%	4.7%	6.4%
Satisfied	33.7%	26.0%	23.9%	26.3%	32.3%	31.0%	22.9%	27.7%	31.0%	31.2%	28.6%
Neutral	39.1%	36.4%	38.3%	31.6%	42.1%	40.0%	42.7%	44.6%	44.3%	42.9%	40.1%
Dissatisfied	10.1%	17.9%	18.9%	19.9%	7.9%	15.5%	14.6%	14.5%	16.5%	13.5%	15.0%
Very Dissatisfied	7.7%	13.3%	13.3%	16.4%	11.6%	7.1%	14.6%	2.4%	5.1%	7.6%	10.0%

2015 City of Austin Community Survey: Appendix B - Crosstabular Data by Council District

Q6. Which THREE of the items listed above in Question #5 do you think are most important for the City to provide? (Sum of Top Three Choices)

N=2060	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q6. Sum of Top 3 Choices</u>											
Condition of major City streets	43.1%	46.3%	48.3%	51.2%	61.6%	65.0%	62.9%	75.6%	59.7%	69.1%	58.3%
Condition of streets in your neighborhood	31.9%	30.5%	34.3%	32.8%	27.6%	35.0%	27.3%	21.1%	25.4%	25.8%	29.1%
Condition of sidewalks in your neighborhood	23.1%	21.2%	23.9%	21.4%	19.7%	14.0%	16.1%	9.4%	15.4%	12.0%	17.6%
Timing of traffic signals on City streets	26.9%	31.0%	27.9%	25.4%	36.0%	42.0%	39.0%	40.8%	23.9%	30.9%	32.4%
Traffic flow on major City streets	52.3%	62.1%	51.2%	54.7%	65.0%	76.5%	68.8%	75.1%	58.2%	65.4%	63.0%
Pedestrian accessibility	34.3%	16.7%	21.4%	26.4%	21.7%	18.0%	28.8%	12.7%	36.3%	23.5%	24.0%
Bicycle accessibility	21.8%	16.3%	21.4%	15.9%	15.8%	8.0%	12.2%	12.2%	27.9%	14.7%	16.6%
Enforcement of local codes & ordinances	18.5%	23.2%	21.4%	21.9%	22.7%	16.0%	21.5%	23.0%	16.9%	21.7%	20.7%
None chosen	21.8%	26.6%	19.4%	21.4%	9.4%	7.5%	8.8%	12.2%	10.9%	14.3%	15.2%

2015 City of Austin Community Survey: Appendix B - Crosstabular Data by Council District

Q7. Public Safety Services: Police Services (Without "Don't Know")

N=2060	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q7a. Overall quality of police services</u>											
Very Satisfied	22.2%	25.4%	24.9%	19.3%	19.0%	22.0%	25.0%	24.1%	22.2%	24.4%	22.8%
Satisfied	41.4%	43.7%	38.9%	45.8%	59.0%	53.3%	52.7%	51.3%	52.4%	56.9%	49.5%
Neutral	23.6%	20.8%	23.3%	25.5%	15.9%	18.1%	14.4%	19.5%	19.5%	15.2%	19.6%
Dissatisfied	7.9%	7.1%	8.3%	6.8%	3.6%	4.4%	5.3%	2.6%	4.9%	2.5%	5.3%
Very Dissatisfied	4.9%	3.0%	4.7%	2.6%	2.6%	2.2%	2.7%	2.6%	1.1%	1.0%	2.8%
<u>Q7b. Speed of emergency police response</u>											
Very Satisfied	25.7%	20.7%	21.8%	23.7%	22.6%	27.1%	25.8%	26.2%	23.9%	30.8%	24.6%
Satisfied	40.1%	40.8%	43.0%	38.5%	48.4%	42.6%	41.1%	45.0%	45.1%	43.1%	42.6%
Neutral	24.1%	26.8%	21.2%	23.7%	22.6%	24.0%	21.9%	24.2%	26.8%	19.2%	23.5%
Dissatisfied	8.0%	6.7%	8.5%	10.1%	5.0%	5.4%	7.9%	4.0%	4.2%	4.6%	6.6%
Very Dissatisfied	2.1%	5.0%	5.5%	4.1%	1.3%	0.8%	3.3%	0.7%	0.0%	2.3%	2.6%

2015 City of Austin Community Survey: Appendix B - Crosstabular Data by Council District

Q7. Public Safety Services: Police Services (Without "Don't Know")

N=2060	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q7c. Enforcement of local traffic laws</u>											
Very Satisfied	16.4%	11.4%	14.4%	12.8%	13.8%	10.1%	13.5%	12.9%	8.2%	13.0%	12.7%
Satisfied	41.5%	39.5%	32.4%	37.4%	43.6%	39.7%	31.9%	36.0%	44.8%	47.4%	39.5%
Neutral	26.2%	28.6%	34.0%	30.5%	29.3%	34.4%	34.6%	30.1%	31.7%	28.1%	30.7%
Dissatisfied	10.3%	15.7%	11.7%	13.9%	10.6%	12.7%	16.8%	17.7%	11.5%	8.3%	12.9%
Very Dissatisfied	5.6%	4.9%	7.4%	5.3%	2.7%	3.2%	3.2%	3.2%	3.8%	3.1%	4.3%
 <u>Q7d. Quality of fire services</u>											
Very Satisfied	39.5%	36.3%	42.9%	38.0%	30.7%	34.9%	39.6%	35.3%	39.2%	39.9%	37.6%
Satisfied	47.5%	48.0%	41.7%	45.8%	53.4%	52.1%	48.1%	51.9%	43.4%	54.0%	48.6%
Neutral	11.3%	12.8%	15.3%	15.7%	15.3%	11.6%	11.7%	12.2%	16.8%	6.1%	12.9%
Dissatisfied	0.6%	2.8%	0.0%	0.0%	0.6%	1.4%	0.0%	0.6%	0.7%	0.0%	0.7%
Very Dissatisfied	1.1%	0.0%	0.0%	0.6%	0.0%	0.0%	0.6%	0.0%	0.0%	0.0%	0.2%

2015 City of Austin Community Survey: Appendix B - Crosstabular Data by Council District

Q7. Public Safety Services: Fire and Emergency Medical Services (EMS) (Without "Don't Know")

N=2060	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q7e. Timeliness of fire response to emergency location</u>											
Very Satisfied	40.4%	37.6%	46.1%	41.7%	31.8%	40.5%	44.9%	38.5%	37.7%	50.7%	40.9%
Satisfied	41.5%	45.9%	40.3%	39.7%	49.7%	46.3%	41.3%	48.1%	43.1%	39.7%	43.5%
Neutral	15.8%	15.3%	13.6%	17.3%	16.6%	12.4%	13.0%	12.6%	18.5%	9.6%	14.6%
Dissatisfied	1.2%	1.2%	0.0%	0.6%	2.0%	0.8%	0.0%	0.7%	0.8%	0.0%	0.8%
Very Dissatisfied	1.2%	0.0%	0.0%	0.6%	0.0%	0.0%	0.7%	0.0%	0.0%	0.0%	0.3%
<u>Q7f. Medical assistance provided by EMS</u>											
Very Satisfied	41.1%	37.9%	40.5%	43.5%	35.0%	40.8%	40.7%	37.3%	37.6%	46.5%	40.1%
Satisfied	42.9%	42.5%	42.4%	41.1%	51.0%	43.0%	42.1%	51.0%	44.4%	43.7%	44.4%
Neutral	14.3%	16.1%	14.6%	13.1%	12.7%	14.8%	16.4%	11.1%	17.3%	9.2%	13.9%
Dissatisfied	1.1%	2.9%	0.6%	1.8%	1.3%	1.4%	0.0%	0.7%	0.8%	0.7%	1.2%
Very Dissatisfied	0.6%	0.6%	1.9%	0.6%	0.0%	0.0%	0.7%	0.0%	0.0%	0.0%	0.5%

Q7. Public Safety Services: Fire and Emergency Medical Services (EMS) (Without "Don't Know")

N=2060	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q7g. Timeliness of EMS response to emergency location</u>											
Very Satisfied	41.0%	36.0%	40.9%	44.5%	35.5%	41.7%	41.3%	41.1%	38.1%	50.0%	40.9%
Satisfied	41.6%	44.6%	45.5%	38.4%	47.7%	41.7%	44.2%	45.4%	43.3%	38.6%	43.1%
Neutral	15.0%	16.6%	11.7%	15.2%	16.1%	15.9%	13.8%	12.1%	17.9%	11.4%	14.6%
Dissatisfied	1.7%	1.7%	0.6%	1.2%	0.6%	0.8%	0.7%	1.4%	0.7%	0.0%	1.0%
Very Dissatisfied	0.6%	1.1%	1.3%	0.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.4%

2015 City of Austin Community Survey: Appendix B - Crosstabular Data by Council District

Q8. Which TWO of the public safety services listed above in Question #7 do you think are most important for the City to provide? (Sum of Top Two Choices)

N=2060	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q8. Sum of Top 2 Choices</u>											
Quality of police services	45.4%	41.4%	43.3%	39.3%	44.8%	43.5%	43.4%	44.1%	53.7%	43.3%	44.2%
Speed of emergency police response	28.7%	36.0%	29.4%	28.4%	36.0%	31.0%	34.6%	40.4%	29.4%	31.3%	32.5%
Enforcement of local traffic laws	10.6%	13.8%	12.4%	12.9%	8.4%	9.0%	12.2%	7.5%	7.5%	6.9%	10.1%
Quality of fire services	13.4%	18.7%	18.9%	20.4%	20.7%	24.5%	24.9%	21.6%	29.4%	33.2%	22.6%
Timeliness of fire response to emergency location	20.8%	17.2%	18.4%	22.9%	24.1%	25.5%	24.9%	24.9%	22.4%	24.9%	22.6%
Medical assistance provided by EMS	21.3%	20.2%	23.9%	16.9%	14.8%	18.5%	17.6%	16.0%	14.4%	18.0%	18.2%
Timeliness of EMS response to emergency location	22.7%	22.7%	22.4%	22.9%	22.7%	26.5%	21.5%	20.7%	19.9%	21.7%	22.3%
None chosen	19.4%	18.2%	18.4%	20.4%	14.3%	10.5%	11.2%	13.1%	12.4%	12.4%	15.0%

2015 City of Austin Community Survey: Appendix B - Crosstabular Data by Council District

Q9. Environmental Services (Without (Don't Know))

N=2060	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q9a. Water & wastewater utility response time to emergencies</u>											
Very Satisfied	15.4%	17.1%	16.8%	10.6%	14.9%	9.4%	14.6%	13.2%	13.6%	15.8%	14.3%
Satisfied	43.8%	44.1%	40.1%	39.7%	43.2%	42.5%	40.8%	40.4%	44.8%	48.3%	42.7%
Neutral	33.3%	31.6%	32.1%	38.3%	33.1%	34.0%	33.8%	37.5%	36.0%	25.8%	33.6%
Dissatisfied	4.9%	7.2%	5.8%	7.8%	7.4%	8.5%	7.7%	8.1%	3.2%	8.3%	6.9%
Very Dissatisfied	2.5%	0.0%	5.1%	3.5%	1.4%	5.7%	3.1%	0.7%	2.4%	1.7%	2.5%
 <u>Q9b. Water conservation programs within Austin</u>											
Very Satisfied	16.6%	13.6%	15.9%	14.6%	14.4%	9.4%	14.8%	18.3%	13.8%	15.5%	14.7%
Satisfied	42.2%	44.6%	44.1%	34.6%	46.7%	42.2%	45.6%	45.5%	48.9%	45.9%	44.0%
Neutral	31.0%	31.1%	24.7%	34.6%	25.6%	26.7%	26.9%	23.6%	23.0%	24.7%	27.2%
Dissatisfied	9.1%	6.2%	10.6%	10.8%	8.9%	15.6%	8.8%	10.5%	12.1%	10.8%	10.3%
Very Dissatisfied	1.1%	4.5%	4.7%	5.4%	4.4%	6.1%	3.8%	2.1%	2.3%	3.1%	3.7%

2015 City of Austin Community Survey: Appendix B - Crosstabular Data by Council District

Q9. Environmental Services (Without (Don't Know))

N=2060	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q9c. Energy conservation program</u>											
Very Satisfied	16.0%	13.5%	17.4%	14.3%	12.8%	7.6%	14.4%	18.9%	14.5%	17.3%	14.8%
Satisfied	43.6%	45.0%	43.6%	38.5%	46.4%	42.4%	45.0%	40.0%	43.6%	42.2%	43.0%
Neutral	26.5%	24.6%	23.8%	31.3%	28.5%	31.6%	27.8%	30.3%	30.8%	28.1%	28.3%
Dissatisfied	7.7%	11.1%	9.3%	10.4%	10.1%	12.0%	9.4%	9.2%	9.3%	10.3%	9.9%
Very Dissatisfied	6.1%	5.8%	5.8%	5.5%	2.2%	6.3%	3.3%	1.6%	1.7%	2.2%	4.0%
 <u>Q9d. Water quality of lakes & streams</u>											
Very Satisfied	12.2%	11.0%	11.8%	11.0%	14.5%	10.9%	11.5%	12.6%	9.4%	15.5%	12.1%
Satisfied	48.1%	41.9%	43.2%	40.9%	43.0%	44.6%	45.9%	47.5%	44.4%	47.6%	44.8%
Neutral	32.6%	34.3%	28.4%	38.1%	31.4%	31.4%	31.1%	29.5%	29.2%	28.3%	31.5%
Dissatisfied	5.0%	10.5%	10.7%	8.3%	9.3%	9.1%	9.8%	7.7%	13.5%	7.0%	9.0%
Very Dissatisfied	2.2%	2.3%	5.9%	1.7%	1.7%	4.0%	1.6%	2.7%	3.5%	1.6%	2.7%

2015 City of Austin Community Survey: Appendix B - Crosstabular Data by Council District

Q9. Environmental Services (Without (Don't Know))

N=2060	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q9e. Flood control efforts</u>											
Very Satisfied	12.6%	5.5%	15.0%	11.4%	10.1%	7.6%	11.2%	10.6%	5.4%	8.6%	9.8%
Satisfied	37.7%	37.0%	37.6%	33.0%	38.5%	37.8%	34.3%	35.8%	37.3%	48.1%	37.8%
Neutral	31.1%	38.1%	27.2%	34.7%	29.0%	37.2%	35.4%	39.1%	34.9%	28.3%	33.5%
Dissatisfied	9.8%	13.3%	12.7%	16.5%	19.5%	11.0%	15.2%	11.2%	18.1%	11.8%	13.8%
Very Dissatisfied	8.7%	6.1%	7.5%	4.5%	3.0%	6.4%	3.9%	3.4%	4.2%	3.2%	5.1%

2015 City of Austin Community Survey: Appendix B - Crosstabular Data by Council District

Q10. Which TWO of the environmental services listed above in Question #9 do you think are most important for the City to provide? (Sum of Top Two Choices)

N=2060	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q10. Sum of Top 2 Choices</u>											
Water & wastewater utility response time to emergencies	31.5%	25.1%	23.4%	26.9%	34.5%	34.0%	35.6%	34.7%	29.4%	33.6%	30.9%
Water conservation programs within Austin	36.1%	29.6%	33.3%	38.8%	43.8%	43.5%	48.8%	41.8%	42.3%	42.4%	40.0%
Energy conservation program	31.5%	30.0%	28.9%	32.3%	27.6%	29.5%	31.2%	26.8%	32.3%	29.0%	29.9%
Water quality of lakes & streams	21.8%	32.5%	32.3%	32.3%	35.0%	35.0%	29.3%	37.6%	38.8%	34.6%	32.9%
Flood controls efforts	32.9%	44.3%	38.3%	35.3%	30.5%	31.0%	33.7%	30.0%	31.3%	30.4%	33.7%
None chosen	25.9%	25.1%	23.9%	18.9%	14.3%	14.0%	12.2%	15.0%	11.9%	16.6%	17.8%

2015 City of Austin Community Survey: Appendix B - Crosstabular Data by Council District

Q11. Recreation and Cultural Services (Without "Don't Know")

N=2060	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q11a. Number of City parks</u>											
Very Satisfied	26.3%	20.2%	26.5%	26.5%	26.8%	24.0%	19.4%	26.8%	26.7%	26.1%	25.0%
Satisfied	47.4%	49.5%	40.3%	39.5%	51.1%	49.7%	45.6%	54.5%	55.5%	45.3%	47.9%
Neutral	16.5%	20.7%	19.3%	23.2%	14.7%	17.1%	20.6%	9.6%	11.5%	19.2%	17.2%
Dissatisfied	7.2%	4.8%	10.5%	9.7%	6.3%	6.3%	12.2%	9.1%	5.8%	7.9%	8.0%
Very Dissatisfied	2.6%	4.8%	3.3%	1.1%	1.1%	2.9%	2.2%	0.0%	0.5%	1.5%	2.0%
<u>Q11b. Number of walking/biking trails</u>											
Very Satisfied	25.0%	18.1%	24.7%	21.2%	24.9%	25.7%	19.2%	29.7%	24.9%	21.1%	23.5%
Satisfied	44.8%	49.5%	40.1%	44.1%	49.7%	45.7%	40.7%	45.1%	47.2%	48.7%	45.6%
Neutral	21.4%	22.5%	19.2%	23.5%	15.7%	17.7%	22.5%	15.9%	15.5%	20.6%	19.4%
Dissatisfied	6.8%	6.6%	13.2%	8.9%	9.2%	9.7%	15.9%	8.7%	10.4%	8.5%	9.8%
Very Dissatisfied	2.1%	3.3%	2.7%	2.2%	0.5%	1.1%	1.6%	0.5%	2.1%	1.0%	1.7%

2015 City of Austin Community Survey: Appendix B - Crosstabular Data by Council District

Q11. Recreation and Cultural Services (Without "Don't Know")

N=2060	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q11c. Appearance of park grounds in Austin</u>											
Very Satisfied	18.9%	17.8%	23.8%	17.7%	19.2%	17.4%	17.6%	22.0%	19.3%	17.0%	19.1%
Satisfied	51.5%	45.4%	45.4%	50.5%	61.0%	52.2%	46.7%	53.5%	56.3%	53.4%	51.6%
Neutral	23.0%	25.9%	20.5%	21.5%	14.8%	19.7%	18.7%	16.5%	15.1%	22.8%	19.9%
Dissatisfied	5.1%	8.1%	6.5%	7.0%	4.9%	7.9%	15.4%	6.0%	6.8%	5.8%	7.3%
Very Dissatisfied	1.5%	2.7%	3.8%	3.2%	0.0%	2.8%	1.6%	2.0%	2.6%	1.0%	2.1%

Q11. Recreation and Cultural Services (Without "Don't Know")

N=2060	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q11d. Quality of parks & recreation programs offered by Austin Parks Department</u>											
Very Satisfied	23.5%	17.3%	24.7%	18.6%	21.8%	16.9%	18.9%	24.0%	21.3%	21.7%	21.0%
Satisfied	51.4%	46.8%	39.1%	41.9%	53.1%	53.2%	46.2%	51.6%	56.2%	50.0%	49.0%
Neutral	19.7%	25.4%	25.9%	32.0%	21.8%	22.1%	29.0%	20.8%	18.5%	22.8%	23.7%
Dissatisfied	3.8%	6.4%	8.0%	5.8%	2.2%	5.8%	5.3%	3.6%	3.4%	5.4%	4.9%
Very Dissatisfied	1.6%	4.0%	2.3%	1.7%	1.1%	1.9%	0.6%	0.0%	0.6%	0.0%	1.4%

2015 City of Austin Community Survey: Appendix B - Crosstabular Data by Council District

Q11. Recreation and Cultural Services (Without "Don't Know")

N=2060	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q11e. Quality of youth athletic programs offered by City</u>											
Very Satisfied	15.0%	15.4%	22.9%	13.6%	15.8%	9.3%	11.2%	15.8%	14.7%	11.4%	14.9%
Satisfied	37.6%	38.5%	27.5%	32.0%	40.4%	39.5%	27.1%	36.8%	34.7%	34.1%	34.7%
Neutral	36.1%	26.6%	38.2%	40.0%	38.6%	32.6%	49.5%	36.8%	43.2%	46.6%	38.3%
Dissatisfied	8.3%	14.0%	9.2%	8.0%	5.3%	12.8%	12.1%	9.5%	6.3%	6.8%	9.3%
Very Dissatisfied	3.0%	5.6%	2.3%	6.4%	0.0%	5.8%	0.0%	1.1%	1.1%	1.1%	2.8%
 <u>Q11f. Quality of adult athletic programs offered by City</u>											
Very Satisfied	12.2%	13.0%	17.4%	13.6%	14.5%	9.5%	7.5%	13.7%	12.4%	9.7%	12.6%
Satisfied	43.2%	35.5%	28.0%	28.8%	39.3%	32.1%	29.2%	33.3%	30.9%	31.2%	33.5%
Neutral	33.8%	29.0%	43.2%	40.8%	39.3%	45.2%	50.0%	41.2%	48.5%	46.2%	41.0%
Dissatisfied	6.5%	15.2%	6.8%	12.8%	6.8%	8.3%	11.3%	10.8%	6.2%	11.8%	9.7%
Very Dissatisfied	4.3%	7.2%	4.5%	4.0%	0.0%	4.8%	1.9%	1.0%	2.1%	1.1%	3.3%

2015 City of Austin Community Survey: Appendix B - Crosstabular Data by Council District

Q11. Recreation and Cultural Services (Without "Don't Know")

N=2060	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q11g. Quality of outdoor athletic fields</u>											
Very Satisfied	15.6%	11.7%	17.1%	15.7%	15.0%	11.5%	8.4%	14.1%	9.0%	8.8%	12.8%
Satisfied	43.1%	43.2%	36.1%	40.0%	43.5%	44.3%	46.2%	46.2%	51.4%	46.0%	43.9%
Neutral	30.6%	32.1%	36.7%	37.1%	36.7%	30.5%	37.1%	32.7%	33.3%	36.5%	34.3%
Dissatisfied	6.3%	6.2%	5.7%	5.0%	4.8%	11.5%	7.7%	6.4%	3.5%	7.3%	6.4%
Very Dissatisfied	4.4%	6.8%	4.4%	2.1%	0.0%	2.3%	0.7%	0.6%	2.8%	1.5%	2.6%
 <u>Q11h. Safety in City parks & park facilities</u>											
Very Satisfied	15.6%	11.7%	16.1%	11.6%	11.9%	9.9%	10.4%	14.0%	15.7%	13.0%	13.1%
Satisfied	42.5%	35.6%	38.9%	43.9%	40.7%	46.9%	47.9%	44.4%	53.9%	54.6%	44.9%
Neutral	28.5%	36.1%	28.9%	31.8%	39.5%	32.7%	27.6%	31.5%	24.2%	30.3%	31.1%
Dissatisfied	9.7%	11.1%	12.2%	9.2%	6.2%	10.5%	11.7%	8.4%	5.6%	2.2%	8.6%
Very Dissatisfied	3.8%	5.6%	3.9%	3.5%	1.7%	0.0%	2.5%	1.7%	0.6%	0.0%	2.3%

2015 City of Austin Community Survey: Appendix B - Crosstabular Data by Council District

Q11. Recreation and Cultural Services (Without "Don't Know")

N=2060	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q11i. Overall satisfaction with City swimming pools</u>											
Very Satisfied	18.9%	8.4%	15.2%	19.6%	12.7%	10.3%	12.6%	16.8%	24.7%	12.6%	15.3%
Satisfied	34.1%	34.8%	36.1%	31.8%	43.0%	46.7%	40.4%	50.4%	40.3%	46.9%	40.0%
Neutral	35.4%	38.7%	25.9%	35.1%	34.2%	30.8%	26.5%	24.0%	26.0%	27.3%	30.6%
Dissatisfied	7.9%	13.5%	15.8%	10.8%	8.2%	7.5%	15.2%	8.0%	7.8%	12.6%	10.9%
Very Dissatisfied	3.7%	4.5%	7.0%	2.7%	1.9%	4.7%	5.3%	0.8%	1.3%	0.7%	3.3%
<u>Q11j. Satisfaction with aquatic programs</u>											
Very Satisfied	16.0%	9.3%	15.1%	16.8%	16.9%	8.4%	4.8%	12.5%	17.3%	7.4%	12.8%
Satisfied	32.8%	38.8%	28.6%	32.8%	37.9%	38.6%	38.5%	38.5%	36.4%	41.1%	36.1%
Neutral	41.2%	40.3%	41.3%	36.1%	38.7%	37.3%	40.4%	38.5%	40.0%	46.3%	40.0%
Dissatisfied	6.1%	7.8%	6.3%	11.8%	5.6%	8.4%	14.4%	9.4%	5.5%	4.2%	7.9%
Very Dissatisfied	3.8%	3.9%	8.7%	2.5%	0.8%	7.2%	1.9%	1.0%	0.9%	1.1%	3.2%

2015 City of Austin Community Survey: Appendix B - Crosstabular Data by Council District

Q11. Recreation and Cultural Services (Without "Don't Know")

N=2060	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q11k. Quality of facilities at City parks</u>											
Very Satisfied	13.7%	8.9%	13.5%	11.6%	11.4%	9.2%	7.4%	14.2%	10.2%	8.6%	10.9%
Satisfied	38.4%	46.1%	35.3%	36.6%	50.6%	44.4%	45.4%	44.9%	51.4%	45.7%	43.9%
Neutral	35.3%	30.0%	34.1%	34.8%	29.5%	29.4%	30.1%	30.7%	31.1%	32.6%	31.8%
Dissatisfied	8.9%	11.1%	11.8%	13.4%	6.8%	14.4%	15.3%	9.1%	5.6%	13.1%	10.8%
Very Dissatisfied	3.7%	3.9%	5.3%	3.7%	1.7%	2.6%	1.8%	1.1%	1.7%	0.0%	2.6%
 <u>Q11l. Cleanliness of library facilities</u>											
Very Satisfied	31.5%	27.1%	26.5%	29.5%	24.6%	25.5%	28.4%	28.2%	26.7%	30.2%	27.9%
Satisfied	48.6%	52.9%	42.6%	45.8%	50.9%	51.7%	46.6%	47.4%	55.3%	50.3%	49.2%
Neutral	16.6%	16.5%	28.4%	21.7%	21.6%	19.5%	20.9%	17.3%	14.9%	17.2%	19.4%
Dissatisfied	1.7%	2.9%	1.9%	3.0%	1.8%	2.0%	4.1%	5.8%	3.1%	2.4%	2.8%
Very Dissatisfied	1.7%	0.6%	0.6%	0.0%	1.2%	1.3%	0.0%	1.3%	0.0%	0.0%	0.7%

2015 City of Austin Community Survey: Appendix B - Crosstabular Data by Council District

Q11. Recreation and Cultural Services (Without "Don't Know")

N=2060	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q11m. Library programs</u>											
Very Satisfied	30.3%	23.2%	24.8%	21.9%	20.9%	21.4%	22.9%	26.8%	26.7%	25.7%	24.5%
Satisfied	49.1%	48.3%	40.9%	46.4%	48.4%	48.9%	45.8%	45.7%	52.7%	47.2%	47.3%
Neutral	14.5%	22.5%	30.9%	26.5%	27.5%	23.7%	26.7%	21.7%	19.1%	20.1%	23.3%
Dissatisfied	4.8%	3.3%	2.0%	4.0%	2.6%	5.3%	3.1%	4.3%	1.5%	6.3%	3.7%
Very Dissatisfied	1.2%	2.6%	1.3%	1.3%	0.7%	0.8%	1.5%	1.4%	0.0%	0.7%	1.2%
 <u>Q11n. Materials at libraries</u>											
Very Satisfied	31.3%	18.5%	22.8%	22.2%	21.1%	20.0%	18.5%	23.4%	24.8%	26.1%	23.0%
Satisfied	47.2%	52.4%	42.4%	38.6%	49.1%	45.5%	47.9%	46.8%	55.0%	41.8%	46.6%
Neutral	14.2%	21.4%	30.4%	29.7%	23.0%	26.2%	24.7%	20.8%	16.1%	21.8%	22.7%
Dissatisfied	4.5%	4.2%	3.2%	7.0%	6.8%	6.9%	6.8%	8.4%	4.0%	9.1%	6.1%
Very Dissatisfied	2.8%	3.6%	1.3%	2.5%	0.0%	1.4%	2.1%	0.6%	0.0%	1.2%	1.6%

Q11. Recreation and Cultural Services (Without "Don't Know")

N=2060	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q11o. Library hours</u>											
Very Satisfied	26.9%	17.1%	19.5%	19.1%	17.1%	15.9%	13.7%	20.7%	21.8%	15.4%	18.8%
Satisfied	42.9%	51.2%	41.6%	40.1%	45.7%	42.8%	39.0%	42.7%	43.5%	42.0%	43.2%
Neutral	18.9%	21.3%	33.1%	30.6%	31.1%	26.9%	29.5%	23.3%	25.2%	27.2%	26.6%
Dissatisfied	6.9%	6.1%	5.2%	8.3%	5.5%	11.7%	13.7%	11.3%	8.2%	12.4%	8.8%
Very Dissatisfied	4.6%	4.3%	0.6%	1.9%	0.6%	2.8%	4.1%	2.0%	1.4%	3.0%	2.5%

2015 City of Austin Community Survey: Appendix B - Crosstabular Data by Council District

Q12. Which THREE of the recreation and cultural services listed above in Question #11 do you think are most important for the City to provide? (Sum of Top Three Choices)

N=2060	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q12. Sum of Top 3 Choices</u>											
Number of City parks	19.4%	17.2%	18.4%	19.4%	20.7%	28.0%	26.8%	25.8%	36.3%	31.3%	24.4%
Number of walking/biking trails	15.3%	16.3%	19.4%	12.4%	22.2%	21.0%	23.4%	29.6%	35.3%	23.5%	21.8%
Appearance of park grounds in Austin	14.8%	22.7%	14.9%	21.4%	18.7%	18.0%	20.5%	21.1%	18.9%	14.3%	18.5%
Quality of parks & recreation programs offered by Austin Parks Department	24.1%	18.7%	21.4%	19.9%	37.9%	28.0%	28.8%	32.9%	34.3%	30.9%	27.7%
Quality of youth athletic programs offered by City	21.3%	21.7%	18.9%	19.4%	17.2%	12.5%	14.6%	17.8%	11.9%	14.3%	17.0%
Quality of adult athletic programs offered by City	7.9%	8.4%	7.5%	4.5%	10.3%	5.0%	6.8%	4.7%	4.5%	1.8%	6.1%
Quality of outdoor athletic fields	3.2%	6.4%	5.5%	3.0%	5.4%	3.5%	5.4%	5.2%	3.0%	4.6%	4.5%
Safety in City parks & park facilities	33.3%	36.9%	36.3%	45.8%	46.3%	45.0%	41.0%	45.5%	41.3%	40.6%	41.2%
Overall satisfaction with City swimming pools	12.5%	17.2%	18.9%	12.9%	11.8%	10.5%	16.6%	7.5%	24.9%	9.7%	14.2%

2015 City of Austin Community Survey: Appendix B - Crosstabular Data by Council District

Q12. Which THREE of the recreation and cultural services listed above in Question #11 do you think are most important for the City to provide? (Sum of Top Three Choices) (cont.)

N=2060	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q12. Sum of Top 3 Choices (Cont.)</u>											
Satisfaction with aquatic programs	1.4%	6.9%	3.5%	3.0%	2.5%	2.5%	2.0%	2.3%	1.0%	1.4%	2.6%
Quality of facilities at City parks	26.9%	19.2%	18.9%	18.4%	14.8%	14.5%	17.1%	15.0%	9.5%	13.4%	16.8%
Cleanliness of library facilities	4.2%	5.4%	6.5%	6.0%	5.9%	3.5%	2.9%	3.8%	3.0%	3.7%	4.5%
Library programs	17.6%	11.8%	15.4%	18.9%	16.3%	20.5%	15.1%	12.7%	15.4%	18.9%	16.3%
Materials at libraries	14.4%	13.8%	16.4%	17.4%	17.2%	18.0%	16.6%	16.0%	15.4%	24.9%	17.0%
Library hours	10.2%	11.8%	5.0%	7.5%	5.9%	12.5%	7.3%	8.0%	11.9%	13.8%	9.4%
None chosen	33.8%	34.5%	32.3%	29.4%	16.7%	25.5%	20.5%	21.1%	11.4%	20.7%	24.6%

2015 City of Austin Community Survey: Appendix B - Crosstabular Data by Council District

Q13. Residential and Neighborhood Services (Without "Don't Know")

N=2060	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q13a. Quality of residential garbage collection</u>											
Very Satisfied	39.5%	34.0%	34.0%	34.7%	33.0%	30.3%	33.7%	43.6%	41.3%	43.3%	36.8%
Satisfied	45.7%	44.5%	48.7%	51.0%	52.3%	44.9%	53.7%	48.0%	48.7%	44.8%	48.2%
Neutral	7.6%	13.5%	13.2%	10.2%	8.6%	14.6%	7.9%	3.9%	6.9%	8.0%	9.4%
Dissatisfied	4.8%	5.0%	3.0%	3.6%	4.6%	6.5%	4.2%	2.9%	2.6%	3.5%	4.1%
Very Dissatisfied	2.4%	3.0%	1.0%	0.5%	1.5%	3.8%	0.5%	1.5%	0.5%	0.5%	1.5%
<u>Q13b. Quality of residential yard waste collection</u>											
Very Satisfied	28.1%	27.8%	27.7%	30.5%	31.4%	26.5%	28.4%	35.0%	30.9%	36.3%	30.3%
Satisfied	40.9%	40.4%	47.8%	43.2%	46.3%	44.8%	47.5%	47.7%	46.9%	43.0%	44.8%
Neutral	18.2%	18.2%	16.8%	16.3%	14.4%	19.9%	13.7%	10.2%	16.6%	13.5%	15.8%
Dissatisfied	9.9%	10.6%	5.4%	8.9%	6.9%	4.4%	8.2%	6.1%	4.0%	4.7%	7.0%
Very Dissatisfied	3.0%	3.0%	2.2%	1.1%	1.1%	4.4%	2.2%	1.0%	1.7%	2.6%	2.2%

2015 City of Austin Community Survey: Appendix B - Crosstabular Data by Council District

Q13. Residential and Neighborhood Services (Without "Don't Know")

N=2060	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q13c. Quality of residential curbside recycling services</u>											
Very Satisfied	36.7%	32.0%	35.2%	37.6%	38.6%	32.4%	33.9%	43.8%	40.6%	45.2%	37.7%
Satisfied	44.0%	49.0%	44.0%	47.4%	47.2%	39.6%	50.0%	45.8%	48.1%	40.7%	45.6%
Neutral	12.1%	13.0%	15.5%	11.9%	9.6%	13.2%	9.1%	5.0%	5.9%	9.5%	10.5%
Dissatisfied	4.8%	3.5%	3.1%	3.1%	3.0%	11.0%	5.4%	5.0%	4.3%	3.0%	4.6%
Very Dissatisfied	2.4%	2.5%	2.1%	0.0%	1.5%	3.8%	1.6%	0.5%	1.1%	1.5%	1.7%
<u>Q13d. Household hazardous waste disposal service</u>											
Very Satisfied	19.3%	16.2%	23.5%	12.9%	20.8%	13.1%	10.7%	19.0%	12.7%	12.7%	16.2%
Satisfied	34.3%	44.3%	33.3%	30.3%	34.4%	22.1%	35.7%	31.9%	38.8%	32.5%	33.8%
Neutral	25.9%	25.7%	29.4%	35.5%	28.6%	33.1%	23.6%	30.1%	24.6%	25.5%	28.2%
Dissatisfied	15.7%	10.8%	8.5%	15.5%	12.3%	17.2%	20.0%	15.3%	17.9%	22.3%	15.4%
Very Dissatisfied	4.8%	3.0%	5.2%	5.8%	3.9%	14.5%	10.0%	3.7%	6.0%	7.0%	6.3%

2015 City of Austin Community Survey: Appendix B - Crosstabular Data by Council District

Q13. Residential and Neighborhood Services (Without "Don't Know")

N=2060	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q13e. Bulky item pick-up/removal services</u>											
Very Satisfied	30.8%	29.7%	33.7%	26.2%	26.3%	25.6%	27.1%	28.3%	25.9%	36.3%	29.0%
Satisfied	41.8%	43.8%	39.6%	46.6%	48.4%	42.8%	48.0%	48.7%	45.3%	42.9%	44.7%
Neutral	16.9%	18.2%	16.6%	19.4%	15.6%	19.4%	13.6%	14.7%	18.2%	16.5%	16.9%
Dissatisfied	9.0%	5.7%	7.0%	7.9%	7.5%	7.8%	9.6%	6.8%	7.6%	2.7%	7.2%
Very Dissatisfied	1.5%	2.6%	3.2%	0.0%	2.2%	4.4%	1.7%	1.6%	2.9%	1.6%	2.2%
 <u>Q13f. Reliability of your electric service</u>											
Very Satisfied	35.9%	29.0%	35.2%	38.6%	33.8%	37.0%	35.1%	40.9%	43.5%	45.0%	37.4%
Satisfied	46.4%	51.5%	44.4%	41.6%	48.2%	41.6%	49.0%	47.8%	44.0%	45.5%	46.1%
Neutral	12.4%	13.0%	16.3%	12.2%	13.3%	14.9%	11.9%	7.0%	8.3%	6.7%	11.5%
Dissatisfied	3.3%	3.5%	1.5%	5.6%	3.1%	5.8%	2.6%	4.3%	3.1%	2.4%	3.5%
Very Dissatisfied	1.9%	3.0%	2.6%	2.0%	1.5%	0.6%	1.5%	0.0%	1.0%	0.5%	1.5%

2015 City of Austin Community Survey: Appendix B - Crosstabular Data by Council District

Q13. Residential and Neighborhood Services (Without "Don't Know")

N=2060	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q13g. Safety of your drinking water</u>											
Very Satisfied	37.1%	25.6%	34.0%	34.9%	32.8%	33.2%	36.3%	43.0%	43.1%	47.6%	36.8%
Satisfied	39.6%	51.8%	38.8%	37.5%	47.7%	48.1%	39.9%	41.5%	42.0%	41.7%	42.9%
Neutral	20.3%	15.4%	16.5%	15.1%	15.4%	15.5%	16.1%	10.0%	12.2%	6.8%	14.3%
Dissatisfied	1.5%	4.6%	6.4%	9.4%	2.6%	2.7%	4.7%	4.0%	2.7%	2.4%	4.1%
Very Dissatisfied	1.5%	2.6%	4.3%	3.1%	1.5%	0.5%	3.1%	1.5%	0.0%	1.5%	2.0%
 <u>Q13h. Cleanliness of City streets & public areas</u>											
Very Satisfied	15.3%	9.5%	12.1%	10.2%	13.3%	13.8%	13.4%	21.4%	17.4%	21.3%	14.9%
Satisfied	45.5%	42.2%	44.4%	41.6%	49.2%	49.5%	52.6%	48.5%	50.8%	62.6%	48.8%
Neutral	25.8%	29.1%	21.2%	28.4%	26.2%	23.5%	23.7%	21.8%	21.5%	11.8%	23.3%
Dissatisfied	8.6%	13.6%	17.7%	14.2%	8.2%	12.2%	8.8%	6.8%	8.7%	3.8%	10.2%
Very Dissatisfied	4.8%	5.5%	4.5%	5.6%	3.1%	1.0%	1.5%	1.5%	1.5%	0.5%	3.0%

2015 City of Austin Community Survey: Appendix B - Crosstabular Data by Council District

Q13. Residential and Neighborhood Services (Without "Don't Know")

N=2060	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q13i. Cleanliness of your neighborhood</u>											
Very Satisfied	18.6%	15.0%	16.6%	12.8%	20.0%	29.9%	20.6%	39.8%	30.8%	35.5%	24.1%
Satisfied	40.5%	40.0%	37.7%	36.9%	59.5%	49.5%	54.6%	49.5%	44.6%	59.2%	47.3%
Neutral	20.0%	21.5%	22.1%	21.5%	14.0%	14.9%	17.5%	7.3%	16.9%	2.8%	15.8%
Dissatisfied	13.3%	16.5%	16.6%	19.5%	4.5%	4.6%	5.7%	3.4%	7.2%	0.9%	9.2%
Very Dissatisfied	7.6%	7.0%	7.0%	9.2%	2.0%	1.0%	1.5%	0.0%	0.5%	1.4%	3.7%
<u>Q13j. Code enforcement of weed lots, abandoned vehicles, graffiti & dilapidated buildings</u>											
Very Satisfied	12.1%	8.7%	9.4%	8.7%	8.1%	11.5%	7.7%	15.2%	10.2%	10.7%	10.2%
Satisfied	32.3%	31.1%	22.1%	21.2%	35.8%	29.1%	35.1%	32.1%	33.7%	38.7%	30.9%
Neutral	26.8%	25.7%	27.6%	30.4%	28.9%	29.1%	30.4%	30.3%	31.3%	28.7%	28.8%
Dissatisfied	18.2%	21.9%	25.4%	21.2%	17.9%	20.9%	16.7%	18.2%	20.5%	15.3%	19.7%
Very Dissatisfied	10.6%	12.6%	15.5%	18.5%	9.2%	9.5%	10.1%	4.2%	4.2%	6.7%	10.3%

2015 City of Austin Community Survey: Appendix B - Crosstabular Data by Council District

Q14. Which THREE of the residential and neighborhood services listed above in Question #13 do you think are most important for the City to provide?(Sum of Top Three Choices)

N=2060	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q14. Sum of Top 3 Choices</u>											
Quality of residential garbage collection	29.2%	34.5%	32.3%	30.3%	43.3%	45.0%	40.5%	39.0%	45.3%	48.8%	38.8%
Quality of residential yard waste collection	10.6%	12.3%	6.5%	3.0%	5.9%	7.0%	10.2%	4.7%	8.5%	5.5%	7.4%
Quality of residential curbside recycling services	14.4%	14.3%	13.4%	15.4%	11.8%	19.0%	17.1%	16.4%	23.9%	23.5%	16.9%
Household hazardous waste disposal service	10.2%	12.8%	6.0%	15.9%	8.9%	14.0%	10.7%	8.5%	8.5%	10.1%	10.5%
Bulky item pick-up/removal services	10.2%	14.8%	9.0%	12.4%	10.8%	10.5%	11.2%	8.9%	4.5%	6.5%	9.9%
Reliability of your electric service	34.7%	25.1%	28.9%	36.3%	37.9%	32.0%	42.9%	46.5%	47.8%	51.6%	38.5%
Safety of your drinking water	46.8%	41.4%	47.3%	53.2%	56.7%	57.0%	53.7%	60.1%	63.2%	68.7%	54.9%
Cleanliness of City streets & public areas	28.2%	24.1%	32.3%	26.9%	35.0%	28.0%	31.7%	32.4%	32.3%	21.7%	29.2%
Cleanliness of your neighborhood	21.8%	27.6%	23.9%	23.9%	16.7%	15.0%	13.7%	14.6%	13.9%	11.1%	18.2%
Code enforcement of weed lots, abandoned vehicles, graffiti & dilapidated buildings	25.9%	35.5%	37.8%	34.3%	31.5%	22.5%	23.4%	24.9%	16.4%	16.6%	26.8%
None chosen	32.9%	32.0%	29.4%	20.9%	13.3%	19.0%	17.1%	17.8%	13.9%	16.1%	21.3%

2015 City of Austin Community Survey: Appendix B - Crosstabular Data by Council District

Q15. Customer Service (Without "Don't Know")

N=2060	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q15a. Austin Energy customer service</u>											
Very Satisfied	25.5%	17.6%	30.7%	20.3%	18.4%	11.4%	16.1%	20.3%	23.7%	21.9%	21.0%
Satisfied	49.0%	46.6%	34.1%	42.9%	52.5%	49.1%	46.7%	43.7%	53.1%	50.6%	46.8%
Neutral	16.8%	21.0%	25.6%	25.4%	17.3%	27.2%	26.7%	22.2%	14.1%	20.8%	21.4%
Dissatisfied	5.6%	9.1%	4.5%	4.0%	6.1%	7.0%	7.2%	10.8%	6.2%	5.6%	6.5%
Very Dissatisfied	3.1%	5.7%	5.1%	7.3%	5.6%	5.3%	3.3%	3.2%	2.8%	1.1%	4.2%
 <u>Q15b. Water & wastewater utility customer service</u>											
Very Satisfied	21.7%	20.4%	28.0%	17.9%	19.0%	14.8%	16.1%	20.7%	23.1%	19.6%	20.1%
Satisfied	52.8%	46.3%	34.8%	41.1%	55.2%	40.6%	45.3%	45.4%	48.7%	51.8%	46.3%
Neutral	17.8%	23.5%	26.7%	32.1%	19.6%	31.6%	29.2%	21.8%	23.7%	22.6%	24.8%
Dissatisfied	6.1%	6.2%	6.2%	4.8%	3.7%	7.7%	5.6%	8.6%	3.8%	4.2%	5.7%
Very Dissatisfied	1.7%	3.7%	4.3%	4.2%	2.5%	5.2%	3.7%	3.4%	0.6%	1.8%	3.1%

2015 City of Austin Community Survey: Appendix B - Crosstabular Data by Council District

Q15. Customer Service (Without "Don't Know")

N=2060	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q15c. Helpfulness of library staff</u>											
Very Satisfied	44.7%	36.0%	37.7%	36.4%	39.4%	38.2%	32.4%	51.7%	53.0%	44.5%	41.4%
Satisfied	35.9%	44.5%	31.1%	39.5%	41.3%	45.1%	41.9%	28.6%	36.4%	34.8%	38.0%
Neutral	17.6%	15.9%	28.5%	20.4%	17.5%	16.0%	23.0%	15.6%	9.9%	18.1%	18.2%
Dissatisfied	1.8%	2.4%	1.3%	2.5%	1.9%	0.0%	2.7%	4.1%	0.7%	1.9%	1.9%
Very Dissatisfied	0.0%	1.2%	1.3%	1.2%	0.0%	0.7%	0.0%	0.0%	0.0%	0.6%	0.5%
 <u>Q15d. Quality of customer service provided by City</u>											
Very Satisfied	21.8%	18.2%	22.2%	16.2%	17.5%	8.6%	14.8%	17.5%	19.7%	17.4%	17.5%
Satisfied	54.0%	44.4%	37.3%	45.8%	50.8%	52.9%	41.2%	45.9%	51.1%	52.2%	47.6%
Neutral	19.8%	29.9%	31.9%	28.5%	23.5%	31.6%	34.6%	24.7%	24.7%	25.0%	27.3%
Dissatisfied	3.5%	5.3%	4.3%	6.1%	6.0%	5.2%	6.0%	9.3%	3.9%	4.3%	5.4%
Very Dissatisfied	1.0%	2.1%	4.3%	3.4%	2.2%	1.7%	3.3%	2.6%	0.6%	1.1%	2.2%

2015 City of Austin Community Survey: Appendix B - Crosstabular Data by Council District

Q15. Customer Service (Without "Don't Know")

N=2060

	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q15e. Services provided by City's 3-1-1 assistance telephone number</u>											
Very Satisfied	37.3%	36.8%	36.5%	31.2%	27.1%	23.4%	26.7%	37.5%	37.8%	33.1%	33.0%
Satisfied	49.7%	43.3%	38.3%	40.5%	48.0%	43.5%	44.2%	36.8%	39.0%	40.5%	42.6%
Neutral	9.7%	14.0%	16.2%	19.1%	19.2%	19.4%	18.8%	17.8%	15.2%	19.6%	16.7%
Dissatisfied	1.6%	5.3%	6.6%	6.4%	4.0%	12.1%	7.3%	5.9%	6.7%	6.8%	6.0%
Very Dissatisfied	1.6%	0.6%	2.4%	2.9%	1.7%	1.6%	3.0%	2.0%	1.2%	0.0%	1.7%

Q15f. Review services for residential & commercial building plans

Very Satisfied	17.5%	7.9%	12.4%	8.8%	12.7%	4.3%	2.7%	12.1%	8.7%	2.0%	9.1%
Satisfied	23.0%	40.4%	18.2%	17.5%	26.4%	30.1%	20.7%	13.1%	15.9%	17.8%	22.2%
Neutral	42.9%	33.3%	39.7%	39.5%	36.4%	30.1%	40.5%	42.4%	30.2%	32.7%	36.9%
Dissatisfied	6.3%	11.4%	16.5%	15.8%	11.8%	16.1%	19.8%	16.2%	25.4%	31.7%	17.0%
Very Dissatisfied	10.3%	7.0%	13.2%	18.4%	12.7%	19.4%	16.2%	16.2%	19.8%	15.8%	14.8%

2015 City of Austin Community Survey: Appendix B - Crosstabular Data by Council District

Q16. Other City Services (Without "Don't Know")

N=2060	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q16a. Availability of affordable housing for low/moderate income families</u>											
Very Satisfied	6.9%	6.5%	11.0%	5.6%	4.4%	4.9%	3.2%	8.7%	3.6%	6.2%	6.1%
Satisfied	14.3%	20.1%	12.2%	11.3%	8.8%	16.1%	11.5%	14.0%	12.1%	13.0%	13.4%
Neutral	22.3%	24.9%	18.3%	26.3%	28.9%	32.9%	25.6%	24.0%	20.0%	27.4%	24.9%
Dissatisfied	29.7%	20.7%	25.6%	30.6%	30.8%	22.4%	30.8%	28.7%	38.2%	30.8%	28.9%
Very Dissatisfied	26.9%	27.8%	32.9%	26.3%	27.0%	23.8%	28.8%	24.7%	26.1%	22.6%	26.8%
<u>Q16b. City's efforts to offer financial literacy/homebuyer education</u>											
Very Satisfied	9.2%	8.3%	9.8%	5.2%	4.9%	7.6%	4.2%	8.9%	1.9%	7.1%	6.8%
Satisfied	23.9%	22.8%	16.7%	19.1%	19.7%	19.6%	15.3%	14.9%	20.8%	16.7%	19.2%
Neutral	34.5%	35.2%	34.8%	44.3%	48.4%	35.9%	44.9%	45.5%	45.3%	52.4%	41.5%
Dissatisfied	23.2%	18.6%	21.2%	21.7%	18.0%	22.8%	21.2%	22.8%	21.7%	15.5%	20.7%
Very Dissatisfied	9.2%	15.2%	17.4%	9.6%	9.0%	14.1%	14.4%	7.9%	10.4%	8.3%	11.8%

2015 City of Austin Community Survey: Appendix B - Crosstabular Data by Council District

Q16. Other City Services (Without "Don't Know")

N=2060	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q16c. City's effort to promote & assist small, minority and/or women-owned businesses</u>											
Very Satisfied	8.4%	9.3%	11.5%	9.3%	6.7%	6.2%	5.6%	13.9%	2.9%	9.0%	8.4%
Satisfied	23.1%	31.4%	23.8%	25.6%	25.4%	26.5%	21.6%	23.8%	25.7%	28.0%	25.5%
Neutral	35.0%	35.0%	30.8%	42.6%	46.3%	36.3%	40.8%	42.6%	42.9%	35.0%	38.7%
Dissatisfied	21.7%	14.3%	21.5%	13.2%	14.2%	18.6%	23.2%	14.8%	21.0%	17.0%	17.9%
Very Dissatisfied	11.9%	10.0%	12.3%	9.3%	7.5%	12.4%	8.8%	4.9%	7.6%	11.0%	9.6%
 <u>Q16d. Shot for Tots & Big Shots program (immunizations)</u>											
Very Satisfied	21.9%	22.4%	25.2%	17.2%	11.5%	12.8%	10.9%	17.6%	11.4%	20.5%	17.7%
Satisfied	50.0%	40.6%	37.0%	40.5%	45.9%	37.2%	32.7%	38.5%	44.3%	42.2%	41.2%
Neutral	21.2%	31.5%	28.1%	35.3%	38.5%	41.5%	46.5%	37.4%	40.5%	34.9%	34.5%
Dissatisfied	3.4%	2.1%	6.7%	4.3%	2.5%	4.3%	5.9%	3.3%	2.5%	2.4%	3.8%
Very Dissatisfied	3.4%	3.5%	3.0%	2.6%	1.6%	4.3%	4.0%	3.3%	1.3%	0.0%	2.8%

2015 City of Austin Community Survey: Appendix B - Crosstabular Data by Council District

Q16. Other City Services (Without "Don't Know")

N=2060	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q16e. Food Safety Inspection program</u>											
Very Satisfied	16.1%	17.1%	18.7%	14.4%	9.2%	8.0%	5.0%	13.3%	10.7%	9.0%	12.6%
Satisfied	39.9%	34.2%	36.7%	27.3%	39.7%	36.0%	41.3%	39.8%	35.9%	42.0%	37.1%
Neutral	34.3%	34.2%	25.2%	45.5%	42.7%	43.0%	40.5%	38.8%	45.6%	43.0%	38.7%
Dissatisfied	7.0%	10.5%	11.5%	9.1%	6.9%	9.0%	9.9%	7.1%	7.8%	4.0%	8.4%
Very Dissatisfied	2.8%	3.9%	7.9%	3.8%	1.5%	4.0%	3.3%	1.0%	0.0%	2.0%	3.2%
 <u>Q16f. Neighborhood planning/zoning efforts</u>											
Very Satisfied	10.7%	5.7%	9.6%	9.1%	5.7%	4.4%	1.2%	9.4%	4.9%	3.2%	6.5%
Satisfied	32.5%	34.4%	24.1%	22.4%	30.6%	24.3%	27.8%	22.8%	34.6%	26.6%	28.1%
Neutral	32.5%	37.6%	33.1%	38.8%	33.1%	40.4%	36.4%	40.9%	24.7%	36.1%	35.2%
Dissatisfied	14.2%	12.7%	17.5%	18.8%	17.8%	19.1%	16.0%	18.8%	24.1%	21.5%	18.0%
Very Dissatisfied	10.1%	9.6%	15.7%	10.9%	12.7%	11.8%	18.5%	8.1%	11.7%	12.7%	12.2%

2015 City of Austin Community Survey: Appendix B - Crosstabular Data by Council District

Q16. Other City Services (Without "Don't Know")

N=2060	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q16g. Accessibility of municipal court services</u>											
Very Satisfied	13.2%	10.6%	13.8%	9.4%	7.9%	7.3%	6.6%	11.3%	9.9%	6.2%	9.8%
Satisfied	31.8%	40.4%	35.2%	28.9%	36.4%	33.9%	33.6%	31.6%	45.9%	38.9%	35.5%
Neutral	40.4%	36.4%	34.5%	46.9%	44.3%	44.0%	43.4%	39.8%	34.2%	46.9%	40.9%
Dissatisfied	9.3%	7.9%	11.7%	9.4%	7.1%	10.1%	11.5%	15.0%	8.1%	6.2%	9.7%
Very Dissatisfied	5.3%	4.6%	4.8%	5.5%	4.3%	4.6%	4.9%	2.3%	1.8%	1.8%	4.1%
 <u>Q16h. City's efforts to support diversity by serving people equally regardless of their race, religion, ethnicity, age, or abilities</u>											
Very Satisfied	15.5%	15.9%	20.1%	15.4%	13.8%	11.3%	11.7%	20.0%	15.6%	20.8%	16.0%
Satisfied	28.9%	35.2%	27.0%	31.4%	35.9%	37.7%	34.4%	34.2%	43.3%	40.3%	34.5%
Neutral	33.7%	27.3%	28.7%	32.0%	33.5%	32.5%	37.0%	32.9%	26.2%	27.1%	31.1%
Dissatisfied	9.6%	13.6%	12.6%	12.4%	10.2%	11.3%	9.1%	9.0%	9.2%	6.9%	10.5%
Very Dissatisfied	12.3%	8.0%	11.5%	8.9%	6.6%	7.3%	7.8%	3.9%	5.7%	4.9%	7.8%

2015 City of Austin Community Survey: Appendix B - Crosstabular Data by Council District

Q17. Usage of City Services and Facilities: Please indicate if you did any of the following activities during the past 12 months by circling YES or NO

N=2060	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q17a. Have you visited an Austin City park</u>											
Yes	84.3%	82.3%	84.1%	85.6%	90.1%	86.5%	86.8%	94.4%	93.5%	88.0%	87.6%
No	14.8%	16.7%	15.9%	13.9%	9.4%	13.5%	11.7%	5.6%	6.0%	11.1%	11.8%
Don't Know	0.9%	1.0%	0.0%	0.5%	0.5%	0.0%	1.5%	0.0%	0.5%	0.9%	0.6%
<u>Q17b. Have you participated in a City of Austin recreation program/event</u>											
Yes	37.5%	40.9%	40.3%	40.3%	45.3%	33.0%	40.0%	41.3%	54.2%	38.7%	41.1%
No	61.1%	57.1%	58.7%	58.7%	53.7%	64.5%	55.6%	54.5%	42.3%	57.6%	56.4%
Don't Know	1.4%	2.0%	1.0%	1.0%	1.0%	2.5%	4.4%	4.2%	3.5%	3.7%	2.5%
<u>Q17c. Have you visited an Austin library facility</u>											
Yes	72.7%	71.9%	66.2%	74.6%	70.4%	70.5%	68.8%	72.3%	73.6%	76.0%	71.7%
No	27.3%	27.6%	32.8%	24.4%	29.6%	27.0%	29.3%	26.3%	25.4%	22.1%	27.1%
Don't Know	0.0%	0.5%	1.0%	1.0%	0.0%	2.5%	2.0%	1.4%	1.0%	1.8%	1.1%

2015 City of Austin Community Survey: Appendix B - Crosstabular Data by Council District

Q17. Usage of City Services and Facilities: Please indicate if you did any of the following activities during the past 12 months by circling YES or NO

N=2060	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q17d. Have you visited a City pool</u>											
Yes	50.9%	52.7%	59.7%	50.7%	59.1%	39.5%	54.6%	51.2%	69.2%	53.5%	54.1%
No	48.1%	46.3%	39.8%	49.3%	40.4%	59.0%	42.4%	47.4%	29.9%	45.2%	44.8%
Don't Know	0.9%	1.0%	0.5%	0.0%	0.5%	1.5%	2.9%	1.4%	1.0%	1.4%	1.1%
<u>Q17e. Have you visited a City recreation center</u>											
Yes	57.4%	57.1%	54.0%	46.8%	54.7%	28.5%	38.0%	45.5%	42.3%	37.3%	46.2%
No	40.7%	41.4%	45.5%	52.7%	44.3%	68.0%	58.0%	53.1%	55.7%	58.5%	51.8%
Don't Know	1.9%	1.5%	0.5%	0.5%	1.0%	3.5%	3.9%	1.4%	2.0%	4.1%	2.0%
<u>Q17f. Have you had contact with City of Austin Municipal Court</u>											
Yes	38.0%	33.0%	33.8%	34.8%	40.4%	31.5%	42.4%	39.9%	36.8%	37.3%	36.8%
No	61.1%	65.5%	62.7%	64.2%	59.1%	66.0%	55.1%	59.2%	60.7%	59.9%	61.3%
Don't Know	0.9%	1.5%	3.5%	1.0%	0.5%	2.5%	2.4%	0.9%	2.5%	2.8%	1.8%

2015 City of Austin Community Survey: Appendix B - Crosstabular Data by Council District

Q17. Usage of City Services and Facilities: Please indicate if you did any of the following activities during the past 12 months by circling YES or NO

N=2060	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q17g. Have you had contact with City for Code Enforcement</u>											
Yes	33.8%	24.6%	26.4%	34.3%	29.1%	20.5%	25.4%	23.9%	30.8%	21.7%	27.0%
No	63.4%	72.4%	71.1%	64.7%	69.5%	75.0%	69.3%	73.7%	65.2%	75.1%	70.0%
Don't Know	2.8%	3.0%	2.5%	1.0%	1.5%	4.5%	5.4%	2.3%	4.0%	3.2%	3.0%
<u>Q17h. Have you visited Austin-Bergstrom International Airport</u>											
Yes	74.5%	70.4%	73.1%	81.1%	85.7%	93.0%	91.7%	94.4%	94.0%	95.9%	85.4%
No	25.0%	27.6%	26.9%	18.9%	13.3%	7.0%	7.3%	5.6%	5.5%	3.2%	14.0%
Don't Know	0.5%	2.0%	0.0%	0.0%	1.0%	0.0%	1.0%	0.0%	0.5%	0.9%	0.6%
<u>Q17i. Have you called 3-1-1</u>											
Yes	69.0%	68.5%	69.2%	73.1%	72.4%	51.0%	67.3%	62.0%	71.6%	57.1%	66.1%
No	30.6%	30.5%	29.9%	26.4%	27.6%	47.5%	30.2%	36.6%	27.9%	40.1%	32.8%
Don't Know	0.5%	1.0%	1.0%	0.5%	0.0%	1.5%	2.4%	1.4%	0.5%	2.8%	1.2%

2015 City of Austin Community Survey: Appendix B - Crosstabular Data by Council District

Q17. Usage of City Services and Facilities: Please indicate if you did any of the following activities during the past 12 months by circling YES or NO

N=2060	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q17j. Have you called 9-1-1</u>											
Yes	47.7%	48.8%	52.2%	45.3%	43.8%	26.0%	40.0%	37.1%	42.8%	38.7%	42.2%
No	52.3%	49.8%	47.8%	54.2%	55.2%	72.0%	57.6%	60.6%	56.2%	59.9%	56.6%
Don't Know	0.0%	1.5%	0.0%	0.5%	1.0%	2.0%	2.4%	2.3%	1.0%	1.4%	1.2%
<u>Q17k. Have you had contact with Austin Police Department</u>											
Yes	61.1%	61.6%	58.7%	60.7%	59.1%	51.0%	59.5%	56.3%	66.2%	51.2%	58.5%
No	38.9%	37.4%	40.8%	38.8%	39.9%	48.0%	38.0%	42.7%	32.3%	47.0%	40.4%
Don't Know	0.0%	1.0%	0.5%	0.5%	1.0%	1.0%	2.4%	0.9%	1.5%	1.8%	1.1%
<u>Q17l. Have you had contact with Austin Fire Department</u>											
Yes	30.1%	33.5%	33.3%	26.4%	27.7%	21.5%	29.3%	30.0%	29.9%	33.8%	29.6%
No	69.0%	65.5%	65.7%	72.6%	70.8%	77.5%	68.8%	68.5%	68.7%	64.4%	69.1%
Don't Know	0.9%	1.0%	1.0%	1.0%	1.5%	1.0%	2.0%	1.4%	1.5%	1.9%	1.3%

2015 City of Austin Community Survey: Appendix B - Crosstabular Data by Council District

Q17. Usage of City Services and Facilities: Please indicate if you did any of the following activities during the past 12 months by circling YES or NO

N=2060	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q17m. Have you had contact with Emergency Medical Services Department</u>											
Yes	39.8%	38.4%	35.8%	36.0%	33.7%	26.0%	31.2%	26.3%	28.4%	30.4%	32.6%
No	58.8%	60.6%	62.2%	63.5%	65.8%	72.5%	66.8%	73.2%	69.2%	67.3%	66.0%
Don't Know	1.4%	1.0%	2.0%	0.5%	0.5%	1.5%	2.0%	0.5%	2.5%	2.3%	1.4%
<u>Q17n. Does Austin Energy provide your electric service</u>											
Yes	95.8%	96.1%	96.0%	98.5%	94.1%	45.5%	96.1%	77.0%	96.5%	97.2%	89.4%
No	2.8%	2.5%	1.5%	1.0%	5.4%	52.0%	2.0%	22.5%	1.0%	1.8%	9.2%
Don't Know	1.4%	1.5%	2.5%	0.5%	0.5%	2.5%	2.0%	0.5%	2.5%	0.9%	1.5%
<u>Q17o. Does City of Austin collect garbage at your residence</u>											
Yes	96.8%	95.1%	94.0%	94.0%	95.1%	84.0%	90.7%	94.8%	92.0%	89.4%	92.6%
No	1.9%	3.9%	3.0%	5.0%	3.4%	12.0%	5.4%	3.8%	3.0%	8.8%	5.0%
Don't Know	1.4%	1.0%	3.0%	1.0%	1.5%	4.0%	3.9%	1.4%	5.0%	1.8%	2.4%

2015 City of Austin Community Survey: Appendix B - Crosstabular Data by Council District

Q17. Usage of City Services and Facilities: Please indicate if you receive services from the following organizations:

N=2060	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q17p. Does City of Austin provide your home with water & wastewater services</u>											
Yes	97.7%	97.5%	96.0%	98.0%	98.5%	92.5%	94.6%	98.1%	95.5%	95.4%	96.4%
No	1.4%	1.5%	1.0%	1.0%	0.5%	4.0%	2.0%	1.4%	0.5%	2.8%	1.6%
Don't Know	0.9%	1.0%	3.0%	1.0%	1.0%	3.5%	3.4%	0.5%	4.0%	1.8%	2.0%

2015 City of Austin Community Survey: Appendix B - Crosstabular Data by Council District

Q18. Using a scale of 1 to 5, where 1 means "strongly disagree" and 5 means "strongly agree," please rate your level of agreement with the following statement: "Employees of the City of Austin are ethical in the way they conduct City business."

N=2060	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q18. Your level of agreement with statement</u>											
Strongly Disagree	8.0%	4.2%	5.6%	5.1%	3.1%	4.2%	4.0%	4.3%	5.0%	2.8%	4.7%
Disagree	6.1%	8.5%	9.6%	8.7%	5.6%	12.6%	6.0%	5.7%	1.5%	1.9%	6.6%
Neutral	24.9%	28.6%	22.3%	23.1%	23.5%	20.4%	25.1%	22.4%	18.6%	17.5%	22.6%
Agree	32.4%	35.4%	32.5%	39.0%	38.3%	35.1%	32.2%	31.4%	43.2%	42.2%	36.2%
Strongly Agree	14.1%	7.9%	17.3%	14.9%	12.2%	8.4%	13.6%	15.7%	13.6%	15.2%	13.4%
Don't Know	14.6%	15.3%	12.7%	9.2%	17.3%	19.4%	19.1%	20.5%	18.1%	20.4%	16.7%

2015 City of Austin Community Survey – *Appendix C: Cross-tabular Data by Race, Hispanic, Latino or Other Spanish Ancestry, and Gender*

...helping organizations make better decisions since 1982

Submitted to the City of Austin, Texas by:

ETC Institute
725 W. Frontier Lane,
Olathe, Kansas
66061

January 2016



Appendix C - Crosstabular Data by Race, Hispanic, Latino or Other Spanish Ancestry, and Gender

Q1. Perceptions of the Community (Without "Don't Know")

N=2060

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q1a. The City of Austin as a place to live</u>								
Very Satisfied	28.3%	36.5%	38.3%	37.7%	36.0%	36.7%	36.3%	36.5%
Satisfied	48.8%	46.8%	38.5%	40.1%	46.7%	43.8%	45.1%	44.5%
Neutral	16.3%	9.6%	14.2%	13.7%	10.0%	11.3%	11.6%	11.5%
Dissatisfied	4.8%	5.0%	6.6%	6.2%	5.3%	5.4%	5.5%	5.4%
Very Dissatisfied	1.8%	2.0%	2.4%	2.3%	2.0%	2.8%	1.6%	2.2%
 <u>Q1b. The City of Austin as a place to raise children</u>								
Very Satisfied	29.6%	32.5%	34.2%	34.1%	32.4%	31.5%	34.2%	32.9%
Satisfied	45.1%	43.1%	38.6%	38.9%	43.6%	41.7%	41.9%	41.8%
Neutral	21.0%	17.3%	18.2%	18.4%	17.6%	17.8%	18.2%	18.0%
Dissatisfied	3.1%	5.4%	5.5%	5.8%	4.5%	6.1%	4.2%	5.1%
Very Dissatisfied	1.2%	1.7%	3.5%	2.8%	1.8%	3.0%	1.5%	2.2%

Appendix C - Crosstabular Data by Race, Hispanic, Latino or Other Spanish Ancestry, and Gender

Q1. Perceptions of the Community (Without "Don't Know")

N=2060

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q1c. The City of Austin as a place to work</u>								
Very Satisfied	24.4%	34.4%	38.2%	38.9%	32.1%	35.7%	33.8%	34.7%
Satisfied	46.3%	46.3%	39.7%	42.5%	45.8%	44.3%	44.4%	44.4%
Neutral	17.7%	12.5%	15.2%	12.2%	14.6%	13.3%	14.1%	13.7%
Dissatisfied	7.9%	5.3%	5.1%	4.7%	5.8%	4.9%	5.8%	5.4%
Very Dissatisfied	3.7%	1.5%	1.9%	1.7%	1.6%	1.8%	1.8%	1.8%
<u>Q1d. The City of Austin as a place to retire</u>								
Very Satisfied	20.3%	20.0%	26.8%	26.7%	19.5%	22.0%	22.7%	22.4%
Satisfied	31.6%	26.9%	26.6%	27.2%	27.3%	25.7%	28.6%	27.2%
Neutral	28.5%	27.7%	22.2%	22.1%	28.7%	25.1%	27.0%	26.1%
Dissatisfied	12.7%	16.2%	14.5%	15.8%	14.7%	16.8%	13.7%	15.2%
Very Dissatisfied	7.0%	9.1%	9.9%	8.2%	9.9%	10.3%	8.1%	9.2%

2015 City of Austin Community Survey:
Appendix C - Crosstabular Data by Race, Hispanic, Latino or Other Spanish Ancestry, and Gender

Q1. Perceptions of the Community (Without "Don't Know")

N=2060

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q1e. Overall value that you receive for your City tax dollars & fees</u>								
Very Satisfied	10.5%	7.7%	10.5%	10.9%	7.4%	9.6%	7.7%	8.7%
Satisfied	29.6%	33.6%	29.0%	30.0%	32.8%	27.3%	35.7%	31.6%
Neutral	29.6%	30.7%	29.1%	29.0%	31.1%	32.4%	28.6%	30.4%
Dissatisfied	20.4%	19.5%	20.1%	20.6%	19.1%	19.2%	20.2%	19.7%
Very Dissatisfied	9.9%	8.6%	11.3%	9.6%	9.5%	11.5%	7.7%	9.6%
 <u>Q1f. Overall quality of life in the City</u>								
Very Satisfied	18.1%	23.2%	25.5%	24.9%	22.6%	22.4%	24.2%	23.3%
Satisfied	50.0%	53.7%	44.8%	46.9%	52.9%	51.8%	49.6%	50.7%
Neutral	21.1%	15.1%	19.7%	18.1%	16.1%	17.6%	16.7%	17.1%
Dissatisfied	8.4%	6.4%	6.8%	7.4%	6.4%	5.9%	7.3%	6.6%
Very Dissatisfied	2.4%	1.6%	3.2%	2.7%	1.9%	2.4%	2.2%	2.3%

Appendix C - Crosstabular Data by Race, Hispanic, Latino or Other Spanish Ancestry, and Gender

Q1. Perceptions of the Community (Without "Don't Know")

N=2060

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q1g. How well the City of Austin is planning growth</u>								
Very Satisfied	12.0%	3.6%	10.8%	11.4%	3.9%	5.7%	7.3%	6.5%
Satisfied	19.0%	13.4%	19.9%	17.4%	14.8%	17.5%	14.0%	15.7%
Neutral	24.1%	21.9%	24.1%	23.9%	22.0%	23.1%	22.2%	22.7%
Dissatisfied	26.6%	31.9%	23.2%	25.0%	31.2%	24.9%	32.7%	29.0%
Very Dissatisfied	18.4%	29.1%	22.0%	22.3%	28.1%	28.7%	23.8%	26.1%
 <u>Q1h. Overall quality of services provided by the City of Austin</u>								
Very Satisfied	13.6%	9.3%	15.8%	16.5%	8.8%	10.6%	12.7%	11.7%
Satisfied	44.4%	50.5%	42.2%	44.8%	49.3%	47.3%	47.7%	47.5%
Neutral	24.7%	28.4%	24.0%	24.0%	28.7%	26.7%	27.0%	26.9%
Dissatisfied	12.3%	8.9%	12.8%	9.6%	10.3%	10.7%	9.9%	10.3%
Very Dissatisfied	4.9%	2.9%	5.1%	5.0%	2.9%	4.7%	2.8%	3.7%

Appendix C - Crosstabular Data by Race, Hispanic, Latino or Other Spanish Ancestry, and Gender

Q2. Overall Satisfaction with Major City Services (Without "Don't Know")

N=2060

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q2a. Overall quality of parks and recreation programs and facilities</u>								
Very Satisfied	25.2%	22.5%	23.7%	24.8%	22.6%	22.1%	24.1%	23.2%
Satisfied	42.1%	53.8%	47.3%	47.6%	52.5%	50.7%	50.7%	50.7%
Neutral	22.6%	17.1%	19.5%	18.6%	17.9%	19.2%	17.3%	18.2%
Dissatisfied	7.5%	4.6%	7.0%	6.2%	5.1%	5.3%	5.8%	5.6%
Very Dissatisfied	2.5%	2.0%	2.4%	2.8%	1.9%	2.6%	2.0%	2.3%
 <u>Q2b. Overall quality of City libraries</u>								
Very Satisfied	28.8%	25.0%	26.8%	27.6%	25.4%	21.8%	29.4%	25.8%
Satisfied	47.7%	47.0%	46.0%	45.9%	47.1%	47.0%	46.4%	46.7%
Neutral	20.3%	22.6%	21.2%	22.1%	21.9%	24.1%	20.2%	22.0%
Dissatisfied	1.3%	4.0%	4.9%	3.2%	4.4%	5.3%	3.0%	4.1%
Very Dissatisfied	2.0%	1.4%	1.1%	1.3%	1.3%	1.8%	1.1%	1.4%

Appendix C - Crosstabular Data by Race, Hispanic, Latino or Other Spanish Ancestry, and Gender

Q2. Overall Satisfaction with Major City Services (Without "Don't Know")

N=2060

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q2c. Overall quality of public safety services</u>								
Very Satisfied	27.2%	25.5%	26.9%	30.1%	23.9%	25.8%	25.9%	25.9%
Satisfied	42.0%	52.2%	45.7%	46.7%	51.7%	47.5%	51.4%	49.5%
Neutral	25.3%	16.7%	19.9%	17.1%	18.3%	19.7%	17.3%	18.4%
Dissatisfied	3.7%	3.5%	4.5%	3.4%	3.9%	4.0%	3.5%	3.8%
Very Dissatisfied	1.9%	2.2%	3.0%	2.7%	2.2%	3.1%	1.9%	2.4%
<u>Q2d. Overall quality of municipal court services (i.e. traffic, collection, fine collection)</u>								
Very Satisfied	12.2%	11.9%	12.5%	14.3%	11.1%	10.7%	13.5%	12.1%
Satisfied	37.4%	39.7%	38.0%	39.0%	39.5%	35.9%	42.0%	39.0%
Neutral	39.7%	36.4%	35.1%	33.4%	37.2%	39.3%	33.0%	36.1%
Dissatisfied	5.3%	7.6%	7.8%	7.8%	7.5%	8.4%	7.2%	7.8%
Very Dissatisfied	5.3%	4.4%	6.6%	5.5%	4.7%	5.7%	4.3%	5.0%

Appendix C - Crosstabular Data by Race, Hispanic, Latino or Other Spanish Ancestry, and Gender

Q2. Overall Satisfaction with Major City Services (Without "Don't Know")

N=2060

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q2e. Overall quality of the Austin-Bergstrom International Airport</u>								
Very Satisfied	31.4%	37.2%	28.5%	29.6%	36.7%	34.0%	34.2%	34.1%
Satisfied	48.7%	47.8%	48.4%	50.6%	46.5%	45.7%	50.2%	48.1%
Neutral	16.7%	11.2%	19.7%	16.1%	13.3%	15.8%	12.8%	14.3%
Dissatisfied	3.2%	3.0%	2.3%	2.9%	2.7%	3.6%	2.1%	2.8%
Very Dissatisfied	0.0%	0.8%	1.1%	0.8%	0.8%	0.9%	0.7%	0.8%
<u>Q2f. Overall quality of drinking water provided by Austin Water Utility</u>								
Very Satisfied	25.8%	35.8%	29.8%	35.1%	31.6%	33.4%	32.4%	32.9%
Satisfied	46.0%	44.3%	45.2%	45.8%	45.1%	44.4%	45.4%	44.9%
Neutral	19.0%	13.9%	18.3%	13.2%	16.4%	15.8%	15.4%	15.6%
Dissatisfied	6.7%	3.9%	4.7%	4.1%	4.8%	4.2%	4.9%	4.5%
Very Dissatisfied	2.5%	2.0%	2.0%	1.7%	2.2%	2.1%	1.9%	2.0%

Appendix C - Crosstabular Data by Race, Hispanic, Latino or Other Spanish Ancestry, and Gender

Q2. Overall Satisfaction with Major City Services (Without "Don't Know")

N=2060

<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	

Q2g. Overall quality of wastewater services provided by Austin Water Utility

Very Satisfied	17.6%	26.3%	23.5%	26.1%	23.8%	25.9%	23.4%	24.6%
Satisfied	47.3%	47.9%	43.8%	45.5%	47.5%	45.0%	47.9%	46.5%
Neutral	24.8%	19.5%	23.7%	20.4%	21.6%	21.0%	21.5%	21.3%
Dissatisfied	7.3%	4.0%	6.0%	5.0%	4.5%	5.4%	4.8%	5.1%
Very Dissatisfied	3.0%	2.3%	2.9%	2.9%	2.5%	2.7%	2.4%	2.6%

Q2h. Overall quality of electric utility services provided by Austin Energy

Very Satisfied	19.6%	22.3%	22.4%	24.4%	21.1%	22.5%	21.9%	22.2%
Satisfied	42.9%	46.7%	42.7%	43.9%	46.2%	43.4%	46.6%	45.1%
Neutral	23.9%	21.3%	22.1%	19.5%	22.7%	22.6%	21.0%	21.7%
Dissatisfied	6.1%	5.8%	6.7%	5.8%	6.0%	6.6%	5.7%	6.1%
Very Dissatisfied	7.4%	3.9%	6.1%	6.5%	4.0%	5.0%	4.8%	4.9%

Appendix C - Crosstabular Data by Race, Hispanic, Latino or Other Spanish Ancestry, and Gender

Q2. Overall Satisfaction with Major City Services (Without "Don't Know")

N=2060

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q2i. Overall maintenance of City streets and sidewalks</u>								
Very Satisfied	9.1%	6.7%	10.6%	10.9%	6.4%	8.5%	7.6%	8.0%
Satisfied	24.4%	31.1%	30.7%	32.2%	30.0%	29.9%	31.3%	30.6%
Neutral	34.1%	30.1%	30.2%	28.1%	31.8%	30.8%	29.6%	30.2%
Dissatisfied	18.3%	23.2%	16.9%	17.6%	22.5%	21.3%	21.1%	21.2%
Very Dissatisfied	14.0%	8.9%	11.5%	11.3%	9.4%	9.6%	10.5%	10.1%
 <u>Q2j. Overall management of stormwater runoff</u>								
Very Satisfied	10.9%	10.6%	11.3%	12.9%	9.9%	11.1%	10.5%	10.8%
Satisfied	29.9%	39.9%	36.9%	38.8%	38.1%	39.3%	36.9%	38.1%
Neutral	40.1%	35.0%	35.8%	33.9%	36.9%	35.1%	36.2%	35.7%
Dissatisfied	10.9%	9.9%	11.0%	10.2%	9.7%	9.9%	11.0%	10.5%
Very Dissatisfied	8.2%	4.5%	4.9%	4.2%	5.4%	4.5%	5.3%	4.9%

Appendix C - Crosstabular Data by Race, Hispanic, Latino or Other Spanish Ancestry, and Gender

Q2. Overall Satisfaction with Major City Services (Without "Don't Know")

N=2060

<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	

Q2k. Overall effectiveness of communication by the City of Austin

Very Satisfied	12.8%	8.6%	12.1%	13.6%	8.0%	8.4%	11.4%	9.9%
Satisfied	34.6%	36.4%	38.1%	36.6%	36.9%	37.7%	35.7%	36.7%
Neutral	39.7%	40.8%	34.6%	35.3%	41.3%	38.3%	39.8%	39.1%
Dissatisfied	9.0%	10.4%	8.7%	8.9%	9.9%	10.2%	9.2%	9.7%
Very Dissatisfied	3.8%	3.9%	6.6%	5.6%	3.9%	5.4%	3.8%	4.6%

Q2l. Overall quality of health and human services provided by the City

Very Satisfied	15.1%	10.5%	16.6%	16.9%	9.8%	11.7%	13.4%	12.6%
Satisfied	38.4%	39.4%	36.4%	36.8%	39.7%	41.6%	35.7%	38.5%
Neutral	32.2%	38.5%	33.6%	32.9%	39.0%	33.9%	39.0%	36.6%
Dissatisfied	10.3%	8.4%	9.7%	9.9%	8.2%	8.8%	9.0%	8.9%
Very Dissatisfied	4.1%	3.2%	3.6%	3.6%	3.3%	4.0%	2.9%	3.4%

Appendix C - Crosstabular Data by Race, Hispanic, Latino or Other Spanish Ancestry, and Gender

Q2. Overall Satisfaction with Major City Services (Without "Don't Know")

N=2060

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q2m. Overall quality of planning, development review, permitting and inspection services</u>								
Very Satisfied	10.6%	3.3%	8.7%	8.8%	3.7%	5.5%	5.7%	5.6%
Satisfied	25.4%	16.2%	26.0%	23.8%	17.5%	18.2%	21.6%	19.9%
Neutral	36.6%	34.9%	34.4%	36.1%	34.9%	35.5%	34.8%	35.1%
Dissatisfied	16.9%	25.9%	16.3%	18.6%	23.9%	21.7%	22.8%	22.3%
Very Dissatisfied	10.6%	19.6%	14.5%	12.7%	19.9%	19.1%	15.2%	17.1%
 <u>Q2n. Animal Services</u>								
Very Satisfied	17.2%	17.6%	18.5%	20.7%	16.7%	16.4%	19.3%	18.0%
Satisfied	41.4%	46.2%	37.2%	40.4%	44.8%	41.5%	44.2%	42.9%
Neutral	35.2%	29.2%	36.0%	30.3%	32.2%	33.6%	30.3%	31.8%
Dissatisfied	2.8%	4.6%	4.7%	5.8%	3.5%	5.3%	3.9%	4.5%
Very Dissatisfied	3.4%	2.3%	3.7%	2.7%	2.7%	3.3%	2.3%	2.8%

Q3. Which THREE of the items in Question #2 do you think are most important for the city to provide? (Sum of Top Three Choices)

N=2060

	Q22. Which of the following best describes your RACE?			Q23. Are you Hispanic, Latino, or of other Spanish ancestry?		Q25. What is your gender?		Total
	African American/ Black	Caucasian/ White	Other	Yes	No	Male	Female	
<u>Q3. Sum of Top Three Choices</u>								
Overall quality of parks & recreation programs & facilities	13.2%	21.2%	18.5%	16.9%	20.8%	18.1%	20.7%	19.5%
Overall quality of City libraries	6.6%	7.5%	7.6%	6.3%	8.4%	6.2%	8.8%	7.5%
Overall quality of public safety services	44.9%	58.2%	46.5%	49.5%	56.4%	52.7%	53.9%	53.3%
Overall quality of municipal court services	8.4%	3.9%	6.0%	6.2%	3.7%	4.9%	4.7%	4.8%
Overall quality of the Austin-Bergstrom International Airport	5.4%	4.8%	6.0%	3.8%	6.0%	6.4%	4.3%	5.3%
Overall quality of drinking water provided by Austin Water Utility	28.1%	40.6%	33.1%	34.8%	39.1%	37.7%	37.4%	37.5%
Overall quality of wastewater services provided by Austin Water Utility	9.6%	7.2%	6.9%	7.7%	6.9%	7.1%	7.5%	7.3%

2015 City of Austin Community Survey:
Appendix C - Crosstabular Data by Race, Hispanic, Latino or Other Spanish Ancestry, and Gender

Q3. Which THREE of the items in Question #2 do you think are most important for the city to provide? (Sum of Top Three Choices) (cont.)

N=2060

Q22. Which of the following best describes your RACE?			Q23. Are you Hispanic, Latino, or of other Spanish ancestry?		Q25. What is your gender?		Total
African American/ Black	Caucasian/ White	Other	Yes	No	Male	Female	

Q3. Sum of Top Three Choices (Cont.)

Overall quality of electric utility services provided by Austin Energy	27.5%	23.2%	22.8%	25.2%	22.5%	23.2%	24.0%	23.6%
Overall maintenance of City streets & sidewalks	34.1%	35.1%	33.2%	34.4%	34.1%	36.7%	32.2%	34.3%
Overall management of stormwater runoff	10.2%	5.0%	7.6%	7.8%	5.3%	5.8%	6.7%	6.3%
Overall effectiveness of communication by the City of Austin	10.8%	6.7%	7.0%	7.4%	7.0%	6.2%	7.9%	7.1%
Overall quality of health & human services provided by the City	26.3%	19.0%	21.6%	23.6%	18.6%	16.4%	24.1%	20.4%
Overall quality of planning, development review, permitting and inspection services	15.0%	24.8%	17.4%	19.3%	23.3%	23.6%	20.2%	21.8%
Animal Services	5.4%	6.0%	5.4%	6.4%	5.5%	4.4%	7.1%	5.8%
None chosen	28.7%	14.9%	22.1%	20.1%	17.4%	20.1%	16.3%	18.1%

Appendix C - Crosstabular Data by Race, Hispanic, Latino or Other Spanish Ancestry, and Gender

Q4. Feeling of Safety (Without "Don't Know")

N=2060

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q4a. I feel safe in my neighborhood during the day</u>								
Strongly Agree	48.5%	53.2%	43.9%	43.5%	54.2%	50.4%	49.1%	49.7%
Agree	39.4%	39.7%	42.1%	43.1%	38.6%	39.3%	41.6%	40.5%
Neutral	9.7%	3.9%	9.1%	8.0%	4.7%	6.3%	5.7%	6.0%
Disagree	2.4%	2.4%	3.2%	3.9%	1.9%	3.1%	2.5%	2.8%
Strongly Disagree	0.0%	0.8%	1.7%	1.5%	0.6%	0.9%	1.0%	1.0%
 <u>Q4b. I feel safe in my neighborhood at night</u>								
Strongly Agree	32.7%	33.9%	27.1%	28.9%	34.1%	35.8%	28.1%	31.8%
Agree	41.2%	43.4%	43.0%	41.2%	43.9%	41.7%	44.0%	42.9%
Neutral	18.2%	11.6%	16.9%	16.7%	11.7%	13.0%	14.7%	13.9%
Disagree	4.8%	8.0%	8.5%	8.6%	7.7%	6.0%	9.9%	8.0%
Strongly Disagree	3.0%	3.0%	4.6%	4.6%	2.7%	3.5%	3.4%	3.4%

Appendix C - Crosstabular Data by Race, Hispanic, Latino or Other Spanish Ancestry, and Gender

Q4. Feeling of Safety (Without "Don't Know")

N=2060

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q4c. I feel safe in City parks</u>								
Strongly Agree	20.7%	19.3%	17.6%	17.0%	19.9%	21.2%	16.7%	18.9%
Agree	32.4%	48.8%	44.0%	42.1%	48.5%	46.7%	44.7%	45.7%
Neutral	35.2%	23.5%	25.7%	27.0%	23.7%	22.9%	27.4%	25.2%
Disagree	9.7%	6.4%	8.8%	10.3%	5.9%	5.8%	9.2%	7.6%
Strongly Disagree	2.1%	2.0%	3.9%	3.6%	1.9%	3.3%	2.0%	2.7%
 <u>Q4d. I feel safe walking alone downtown during the day</u>								
Strongly Agree	30.2%	38.0%	30.6%	27.8%	39.4%	39.0%	31.0%	34.9%
Agree	30.2%	45.1%	40.5%	43.0%	42.5%	40.2%	44.3%	42.3%
Neutral	28.2%	9.8%	18.6%	17.8%	11.4%	13.0%	15.1%	14.1%
Disagree	8.1%	5.1%	7.1%	8.1%	4.7%	5.2%	7.0%	6.1%
Strongly Disagree	3.4%	2.0%	3.4%	3.4%	2.0%	2.6%	2.6%	2.6%

Q4. Feeling of Safety (Without "Don't Know")

N=2060

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q4e. I feel safe walking alone downtown at night</u>								
Strongly Agree	7.0%	7.4%	7.7%	7.5%	7.6%	10.6%	4.8%	7.6%
Agree	10.6%	23.1%	18.9%	17.1%	22.8%	25.6%	15.9%	20.6%
Neutral	33.8%	26.8%	25.5%	23.8%	28.6%	28.3%	25.8%	27.0%
Disagree	29.6%	27.9%	29.2%	31.8%	26.8%	22.5%	34.0%	28.4%
Strongly Disagree	19.0%	14.7%	18.7%	19.9%	14.1%	13.1%	19.4%	16.3%

Q5. Maintenance and Appearance of the City (Without "Don't Know")

N=2060

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q5a. Condition of major City streets</u>								
Very Satisfied	12.3%	6.2%	9.4%	10.3%	6.1%	7.5%	7.9%	7.7%
Satisfied	36.8%	41.5%	36.2%	39.2%	39.8%	40.5%	38.7%	39.6%
Neutral	22.1%	23.8%	28.8%	23.4%	25.9%	23.4%	26.5%	25.0%
Dissatisfied	24.5%	22.2%	17.4%	19.8%	21.7%	21.3%	20.9%	21.1%
Very Dissatisfied	4.3%	6.3%	8.2%	7.2%	6.4%	7.3%	6.1%	6.7%
 <u>Q5b. Condition of streets in your neighborhood</u>								
Very Satisfied	17.1%	13.1%	15.4%	13.4%	14.4%	14.2%	13.9%	14.0%
Satisfied	37.8%	45.5%	43.7%	44.5%	44.5%	45.0%	43.6%	44.3%
Neutral	25.6%	18.3%	19.5%	19.0%	19.7%	19.7%	18.9%	19.3%
Dissatisfied	14.0%	17.8%	15.2%	16.6%	16.6%	17.0%	16.8%	16.9%
Very Dissatisfied	5.5%	5.3%	6.3%	6.5%	4.7%	4.1%	6.8%	5.5%

Appendix C - Crosstabular Data by Race, Hispanic, Latino or Other Spanish Ancestry, and Gender

Q5. Maintenance and Appearance of the City (Without "Don't Know")

N=2060

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q5c. Condition of sidewalks in your neighborhood</u>								
Very Satisfied	15.4%	12.2%	13.4%	12.7%	12.8%	13.1%	12.5%	12.8%
Satisfied	29.6%	35.3%	39.6%	37.0%	35.9%	36.3%	35.8%	36.1%
Neutral	27.2%	22.3%	19.4%	20.8%	22.6%	22.8%	21.0%	21.9%
Dissatisfied	16.7%	19.0%	16.7%	17.5%	18.2%	17.9%	18.5%	18.2%
Very Dissatisfied	11.1%	11.2%	10.9%	11.9%	10.4%	10.0%	12.1%	11.1%
 <u>Q5d. Timing of traffic signals on City streets</u>								
Very Satisfied	8.1%	4.9%	8.7%	8.6%	5.1%	5.5%	7.2%	6.4%
Satisfied	31.9%	32.3%	38.4%	37.1%	32.9%	31.6%	36.4%	34.1%
Neutral	30.6%	26.1%	24.8%	25.9%	26.1%	26.5%	25.6%	26.1%
Dissatisfied	18.8%	22.7%	17.0%	18.9%	21.4%	21.1%	20.0%	20.5%
Very Dissatisfied	10.6%	14.0%	11.1%	9.6%	14.5%	15.2%	10.8%	12.9%

Appendix C - Crosstabular Data by Race, Hispanic, Latino or Other Spanish Ancestry, and Gender

Q5. Maintenance and Appearance of the City (Without "Don't Know")

N=2060

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q5e. Traffic flow on major City streets</u>								
Very Satisfied	3.7%	1.6%	3.1%	3.7%	1.5%	2.4%	2.3%	2.3%
Satisfied	17.7%	13.8%	16.4%	16.1%	14.0%	14.5%	15.3%	14.9%
Neutral	21.3%	19.5%	23.0%	21.2%	20.6%	21.7%	19.6%	20.6%
Dissatisfied	32.3%	34.7%	32.3%	33.7%	33.6%	32.1%	34.8%	33.5%
Very Dissatisfied	25.0%	30.4%	25.3%	25.3%	30.3%	29.3%	28.0%	28.6%
 <u>Q5f. Pedestrian accessibility</u>								
Very Satisfied	9.0%	7.0%	8.7%	9.5%	6.7%	7.8%	7.7%	7.8%
Satisfied	29.0%	32.0%	35.2%	34.9%	31.6%	33.4%	32.0%	32.7%
Neutral	35.5%	30.4%	29.5%	27.2%	32.5%	32.6%	28.8%	30.6%
Dissatisfied	16.8%	21.7%	17.3%	18.5%	20.5%	18.2%	21.3%	19.8%
Very Dissatisfied	9.7%	9.0%	9.4%	9.8%	8.8%	8.0%	10.2%	9.1%

Appendix C - Crosstabular Data by Race, Hispanic, Latino or Other Spanish Ancestry, and Gender

Q5. Maintenance and Appearance of the City (Without "Don't Know")

N=2060

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q5g. Bicycle accessibility</u>								
Very Satisfied	11.8%	11.4%	10.7%	10.9%	11.6%	11.9%	10.4%	11.2%
Satisfied	23.6%	29.3%	28.7%	29.7%	28.1%	30.3%	27.1%	28.7%
Neutral	41.7%	33.7%	35.5%	35.0%	34.4%	33.5%	36.1%	34.8%
Dissatisfied	11.8%	15.8%	15.1%	14.1%	16.3%	14.1%	16.8%	15.5%
Very Dissatisfied	11.1%	9.8%	9.9%	10.4%	9.6%	10.1%	9.6%	9.9%
 <u>Q5h. Enforcement of local codes and ordinances</u>								
Very Satisfied	8.1%	5.4%	8.0%	8.1%	5.4%	6.5%	6.2%	6.4%
Satisfied	26.5%	26.4%	32.8%	30.2%	27.4%	27.7%	29.4%	28.6%
Neutral	36.8%	42.8%	35.7%	35.1%	43.3%	40.3%	39.9%	40.1%
Dissatisfied	17.6%	15.7%	12.9%	15.8%	14.5%	15.0%	14.9%	15.0%
Very Dissatisfied	11.0%	9.7%	10.5%	10.8%	9.4%	10.4%	9.5%	10.0%

Appendix C - Crosstabular Data by Race, Hispanic, Latino or Other Spanish Ancestry, and Gender

Q6. Which THREE of the items listed above in Question #5 do you think are most important for the City to provide? (Sum of Top Three Choices)

N=2060

	Q22. Which of the following best describes your RACE?			Q23. Are you Hispanic, Latino, or of other Spanish ancestry?		Q25. What is your gender?		Total
	African American/ Black	Caucasian/ White	Other	Yes	No	Male	Female	

Q6. Sum of Top Three Choices

Condition of major City streets	49.1%	63.2%	52.7%	50.9%	62.9%	59.6%	57.2%	58.3%
Condition of streets in your neighborhood	34.1%	26.9%	31.9%	32.2%	26.7%	29.4%	28.9%	29.1%
Condition of sidewalks in your neighborhood	22.2%	14.7%	22.1%	23.2%	13.9%	16.7%	18.4%	17.6%
Timing of traffic signals on City streets	23.4%	34.6%	30.7%	31.9%	33.0%	33.8%	31.0%	32.4%
Traffic flow on major City streets	58.1%	66.9%	56.9%	58.2%	66.1%	61.5%	64.3%	63.0%
Pedestrian accessibility	25.1%	24.7%	22.5%	22.0%	25.1%	19.0%	28.5%	24.0%
Bicycle accessibility	13.2%	17.2%	16.8%	16.6%	16.8%	17.3%	15.9%	16.6%
Enforcement of local codes & ordinances	29.9%	19.8%	19.1%	22.5%	19.5%	21.6%	19.9%	20.7%
None chosen	21.6%	12.8%	18.5%	16.2%	15.1%	15.9%	14.6%	15.2%

Appendix C - Crosstabular Data by Race, Hispanic, Latino or Other Spanish Ancestry, and Gender

Q7. Public Safety Services: Police Services (Without "Don't Know")

N=2060

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q7a. Overall quality of police services</u>								
Very Satisfied	14.6%	23.3%	24.6%	26.4%	21.3%	23.4%	22.3%	22.8%
Satisfied	43.3%	52.3%	45.4%	45.8%	52.3%	48.5%	50.4%	49.5%
Neutral	27.4%	17.9%	20.5%	19.9%	18.8%	20.3%	18.9%	19.6%
Dissatisfied	8.3%	4.5%	6.5%	5.3%	5.0%	4.8%	5.9%	5.3%
Very Dissatisfied	6.4%	1.9%	3.0%	2.5%	2.7%	3.0%	2.5%	2.8%
 <u>Q7b. Speed of emergency police response</u>								
Very Satisfied	25.0%	25.4%	23.3%	24.1%	25.6%	22.3%	26.8%	24.6%
Satisfied	41.7%	43.2%	41.4%	43.1%	42.0%	44.0%	41.4%	42.6%
Neutral	24.3%	22.9%	24.3%	22.3%	24.0%	24.2%	22.9%	23.5%
Dissatisfied	6.3%	5.9%	8.0%	7.4%	6.0%	6.5%	6.7%	6.6%
Very Dissatisfied	2.8%	2.5%	3.1%	3.1%	2.4%	3.0%	2.2%	2.6%

Appendix C - Crosstabular Data by Race, Hispanic, Latino or Other Spanish Ancestry, and Gender

Q7. Public Safety Services: Police Services (Without "Don't Know")

N=2060

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q7c. Enforcement of local traffic laws</u>								
Very Satisfied	12.5%	12.0%	14.3%	16.4%	10.7%	12.1%	13.2%	12.7%
Satisfied	44.1%	38.9%	39.0%	39.3%	39.7%	39.1%	39.8%	39.5%
Neutral	25.7%	31.3%	30.6%	29.6%	31.5%	30.6%	30.8%	30.7%
Dissatisfied	13.2%	13.8%	11.2%	10.7%	13.8%	13.6%	12.2%	12.9%
Very Dissatisfied	4.6%	4.0%	4.9%	4.0%	4.3%	4.5%	4.0%	4.3%
 <u>Q7d. Overall quality of fire services</u>								
Very Satisfied	36.1%	38.3%	37.1%	38.6%	37.5%	38.1%	37.1%	37.6%
Satisfied	47.9%	49.1%	47.3%	45.8%	50.2%	48.1%	49.0%	48.6%
Neutral	14.6%	12.0%	14.3%	14.5%	11.5%	12.8%	12.9%	12.9%
Dissatisfied	1.4%	0.3%	1.0%	0.8%	0.7%	0.5%	0.9%	0.7%
Very Dissatisfied	0.0%	0.3%	0.2%	0.3%	0.2%	0.4%	0.1%	0.2%

Appendix C - Crosstabular Data by Race, Hispanic, Latino or Other Spanish Ancestry, and Gender

Q7. Public Safety Services: Fire and Emergency Medical Services (EMS) (Without "Don't Know")

N=2060

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q7e. Timeliness of Fire response to emergency location</u>								
Very Satisfied	42.0%	41.6%	39.3%	40.4%	42.1%	39.7%	42.1%	40.9%
Satisfied	39.9%	43.1%	45.0%	43.7%	42.8%	43.4%	43.6%	43.5%
Neutral	17.4%	14.4%	14.6%	14.7%	14.1%	16.2%	12.9%	14.6%
Dissatisfied	0.7%	0.6%	0.9%	0.8%	0.7%	0.3%	1.2%	0.8%
Very Dissatisfied	0.0%	0.4%	0.2%	0.3%	0.2%	0.4%	0.1%	0.3%
 <u>Q7f. Medical assistance provided by EMS</u>								
Very Satisfied	40.8%	41.5%	37.2%	39.8%	40.8%	39.1%	41.0%	40.1%
Satisfied	43.0%	43.8%	45.9%	43.5%	44.9%	45.0%	43.7%	44.4%
Neutral	14.1%	13.2%	15.2%	15.0%	12.5%	14.4%	13.5%	13.9%
Dissatisfied	2.1%	1.1%	0.8%	0.8%	1.5%	0.9%	1.4%	1.2%
Very Dissatisfied	0.0%	0.3%	0.8%	0.8%	0.2%	0.5%	0.4%	0.5%

Q7. Public Safety Services: Fire and Emergency Medical Services (EMS) (Without "Don't Know")

N=2060

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q7g. Timeliness of EMS response to emergency location</u>								
Very Satisfied	43.9%	42.2%	38.3%	39.6%	42.4%	40.4%	41.2%	40.9%
Satisfied	41.7%	42.1%	44.5%	43.0%	43.1%	43.2%	43.1%	43.1%
Neutral	12.9%	14.6%	15.5%	15.5%	13.3%	15.1%	14.1%	14.6%
Dissatisfied	1.4%	0.8%	1.1%	1.2%	0.9%	1.0%	1.0%	1.0%
Very Dissatisfied	0.0%	0.4%	0.6%	0.7%	0.2%	0.3%	0.5%	0.4%

Appendix C - Crosstabular Data by Race, Hispanic, Latino or Other Spanish Ancestry, and Gender

Q8. Which TWO of the public safety services listed above in Question #7 do you think are most important for the City to provide? (Sum of Top Two Choices)

N=2060

	Q22. Which of the following best describes your RACE?			Q23. Are you Hispanic, Latino, or of other Spanish ancestry?		Q25. What is your gender?		Total
	African American/ Black	Caucasian/ White	Other	Yes	No	Male	Female	
<u>Q8. Sum of Top Two Choices</u>								
Overall quality of police services	49.1%	46.1%	38.6%	41.7%	45.0%	45.1%	43.4%	44.2%
Speed of emergency police response	21.6%	32.5%	36.2%	37.6%	30.1%	29.8%	35.0%	32.5%
Enforcement of local traffic laws	13.8%	8.1%	13.1%	12.2%	9.1%	10.5%	9.7%	10.1%
Overall quality of fire services	19.2%	25.3%	17.3%	17.9%	25.3%	24.0%	21.2%	22.6%
Timeliness of Fire response to emergency location	19.2%	24.5%	20.5%	20.1%	24.8%	20.6%	24.5%	22.6%
Medical assistance provided by EMS	23.4%	17.1%	19.3%	22.0%	16.3%	19.4%	17.1%	18.2%
Timeliness of EMS response to emergency location	19.2%	24.3%	20.1%	21.4%	23.1%	22.0%	22.6%	22.3%
None chosen	21.0%	12.4%	18.1%	14.1%	15.1%	15.4%	14.7%	15.0%

Appendix C - Crosstabular Data by Race, Hispanic, Latino or Other Spanish Ancestry, and Gender

Q9. Environmental Services (Without (Don't Know))

N=2060

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q9a. Water and wastewater utility response time to emergencies</u>								
Very Satisfied	13.8%	12.9%	16.6%	16.0%	13.3%	14.5%	14.1%	14.3%
Satisfied	42.3%	43.8%	41.7%	40.8%	44.5%	44.0%	41.5%	42.7%
Neutral	33.3%	34.2%	32.0%	33.9%	33.1%	31.8%	35.5%	33.6%
Dissatisfied	7.3%	7.0%	6.6%	6.9%	6.6%	6.5%	7.2%	6.9%
Very Dissatisfied	3.3%	2.1%	3.2%	2.4%	2.5%	3.2%	1.8%	2.5%
 <u>Q9b. Water Conservation programs within Austin</u>								
Very Satisfied	11.3%	14.2%	16.3%	15.8%	14.3%	15.0%	14.5%	14.7%
Satisfied	40.8%	44.6%	44.2%	45.2%	43.9%	42.7%	45.3%	44.0%
Neutral	35.2%	26.0%	27.2%	27.7%	26.3%	25.3%	29.1%	27.2%
Dissatisfied	12.0%	11.3%	8.1%	7.7%	11.8%	12.0%	8.8%	10.3%
Very Dissatisfied	0.7%	3.8%	4.2%	3.6%	3.6%	5.1%	2.4%	3.7%

Q9. Environmental Services (Without (Don't Know))

N=2060

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q9c. Energy Conservation program</u>								
Very Satisfied	13.3%	14.1%	15.9%	15.9%	14.0%	14.7%	14.9%	14.8%
Satisfied	38.5%	45.0%	40.0%	44.5%	42.7%	43.7%	42.4%	43.0%
Neutral	35.0%	26.7%	30.2%	27.3%	28.4%	26.5%	30.0%	28.3%
Dissatisfied	8.4%	10.3%	9.5%	8.3%	10.8%	10.2%	9.5%	9.9%
Very Dissatisfied	4.9%	3.9%	4.4%	4.0%	4.0%	4.9%	3.2%	4.0%
 <u>Q9d. The water quality of lakes and streams</u>								
Very Satisfied	13.5%	11.2%	13.5%	14.3%	10.9%	12.4%	11.8%	12.1%
Satisfied	40.6%	46.6%	41.8%	42.5%	46.4%	46.5%	43.1%	44.8%
Neutral	39.1%	30.5%	31.8%	31.4%	31.4%	29.1%	33.8%	31.5%
Dissatisfied	4.5%	9.5%	9.4%	8.5%	9.2%	8.4%	9.6%	9.0%
Very Dissatisfied	2.3%	2.2%	3.5%	3.3%	2.0%	3.6%	1.8%	2.7%

Appendix C - Crosstabular Data by Race, Hispanic, Latino or Other Spanish Ancestry, and Gender

Q9. Environmental Services (Without (Don't Know))

N=2060

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q9e. Flood control efforts</u>								
Very Satisfied	12.7%	8.6%	11.2%	11.3%	9.0%	10.1%	9.5%	9.8%
Satisfied	30.3%	39.7%	36.3%	38.6%	37.5%	39.0%	36.5%	37.8%
Neutral	34.5%	33.7%	32.9%	31.9%	34.5%	33.0%	34.0%	33.5%
Dissatisfied	16.9%	13.0%	14.7%	13.8%	13.7%	12.5%	15.1%	13.8%
Very Dissatisfied	5.6%	5.0%	4.9%	4.4%	5.3%	5.4%	4.8%	5.1%

Q10. Which TWO of the environmental services listed above in Question #9 do you think are most important for the City to provide? (Sum of Top Two Choices)

N=2060

	Q22. Which of the following best describes your RACE?			Q23. Are you Hispanic, Latino, or of other Spanish ancestry?		Q25. What is your gender?		Total
	African American/ Black	Caucasian/ White	Other	Yes	No	Male	Female	
<u>Q10. Sum of Top Two Choices</u>								
Water & wastewater utility response time to emergencies	33.5%	30.3%	31.7%	32.2%	30.1%	31.9%	30.0%	30.9%
Water Conservation programs within Austin	29.9%	44.1%	34.6%	37.2%	42.0%	41.4%	38.8%	40.0%
Energy Conservation program	33.5%	31.4%	25.2%	29.4%	30.6%	28.4%	31.3%	29.9%
The water quality of lakes & streams	16.8%	36.5%	30.9%	28.8%	35.5%	34.7%	31.2%	32.9%
Flood control efforts	41.3%	31.8%	36.1%	36.5%	32.0%	31.8%	35.5%	33.7%
None chosen	25.1%	14.9%	21.6%	19.3%	16.8%	17.0%	18.5%	17.8%

Q11. Recreation and Cultural Services (Without "Don't Know")

N=2060

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q11a. Number of City parks</u>								
Very Satisfied	24.1%	26.3%	22.5%	25.7%	24.8%	22.1%	27.7%	25.0%
Satisfied	40.0%	50.6%	44.9%	44.1%	50.4%	49.6%	46.4%	47.9%
Neutral	21.4%	14.1%	21.5%	19.6%	15.5%	18.7%	15.8%	17.2%
Dissatisfied	11.0%	7.6%	8.4%	8.0%	7.7%	7.8%	8.1%	8.0%
Very Dissatisfied	3.4%	1.4%	2.7%	2.6%	1.6%	1.9%	2.0%	2.0%
<u>Q11b. Number of walking/biking trails</u>								
Very Satisfied	22.9%	24.6%	21.7%	22.4%	24.4%	22.7%	24.2%	23.5%
Satisfied	40.7%	47.6%	42.5%	44.5%	46.0%	45.6%	45.6%	45.6%
Neutral	26.4%	16.4%	23.8%	20.5%	18.8%	21.5%	17.5%	19.4%
Dissatisfied	8.6%	9.9%	9.8%	10.5%	9.2%	8.5%	10.9%	9.8%
Very Dissatisfied	1.4%	1.4%	2.2%	2.0%	1.6%	1.7%	1.8%	1.7%

Appendix C - Crosstabular Data by Race, Hispanic, Latino or Other Spanish Ancestry, and Gender

Q11. Recreation and Cultural Services (Without "Don't Know")

N=2060

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q11c. Appearance of park grounds in Austin</u>								
Very Satisfied	17.4%	19.5%	19.0%	19.7%	19.0%	17.5%	20.5%	19.1%
Satisfied	47.7%	55.1%	46.5%	49.2%	53.3%	51.5%	51.7%	51.6%
Neutral	25.5%	16.4%	24.6%	21.7%	18.6%	20.4%	19.4%	19.9%
Dissatisfied	6.7%	7.0%	7.5%	6.8%	7.2%	8.1%	6.5%	7.3%
Very Dissatisfied	2.7%	1.9%	2.4%	2.6%	1.9%	2.4%	1.8%	2.1%
<u>Q11d. Overall quality of parks and recreation programs offered by the Austin Parks Department</u>								
Very Satisfied	19.6%	21.6%	20.2%	22.1%	20.5%	19.7%	22.2%	21.0%
Satisfied	42.0%	51.7%	45.7%	47.0%	50.7%	48.6%	49.3%	49.0%
Neutral	29.4%	21.6%	26.3%	23.5%	23.4%	25.3%	22.3%	23.7%
Dissatisfied	6.3%	4.4%	5.8%	5.9%	4.4%	5.0%	4.9%	4.9%
Very Dissatisfied	2.8%	0.7%	2.1%	1.4%	1.0%	1.4%	1.3%	1.4%

Appendix C - Crosstabular Data by Race, Hispanic, Latino or Other Spanish Ancestry, and Gender

Q11. Recreation and Cultural Services (Without "Don't Know")

N=2060

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q11e. Quality of youth athletic programs offered by the City</u>								
Very Satisfied	13.9%	14.9%	15.6%	16.9%	13.8%	12.7%	17.0%	14.9%
Satisfied	30.3%	34.4%	36.1%	35.0%	34.4%	35.0%	34.4%	34.7%
Neutral	41.0%	39.4%	35.0%	35.4%	40.0%	40.7%	36.0%	38.3%
Dissatisfied	12.3%	8.3%	10.3%	10.3%	8.7%	8.4%	10.1%	9.3%
Very Dissatisfied	2.5%	2.9%	2.9%	2.5%	3.1%	3.1%	2.4%	2.8%
<u>Q11f. Quality of adult athletic programs offered by the City</u>								
Very Satisfied	13.9%	11.8%	13.8%	14.0%	11.9%	10.9%	14.3%	12.6%
Satisfied	30.3%	33.9%	33.2%	34.0%	32.9%	34.1%	32.8%	33.5%
Neutral	43.4%	41.8%	38.6%	39.2%	42.6%	43.9%	38.0%	41.0%
Dissatisfied	6.6%	9.4%	11.4%	9.6%	9.6%	8.2%	11.2%	9.7%
Very Dissatisfied	5.7%	3.0%	2.9%	3.3%	3.0%	2.9%	3.7%	3.3%

Appendix C - Crosstabular Data by Race, Hispanic, Latino or Other Spanish Ancestry, and Gender

Q11. Recreation and Cultural Services (Without "Don't Know")

N=2060

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q11g. Quality of outdoor athletic fields</u>								
Very Satisfied	13.3%	12.0%	13.7%	14.6%	12.0%	12.4%	13.2%	12.8%
Satisfied	43.0%	45.9%	41.6%	41.7%	45.2%	42.2%	45.6%	43.9%
Neutral	33.6%	34.2%	33.9%	33.7%	34.6%	35.4%	33.2%	34.3%
Dissatisfied	7.0%	5.5%	7.7%	6.8%	6.3%	6.7%	6.0%	6.4%
Very Dissatisfied	3.1%	2.5%	3.0%	3.1%	1.9%	3.3%	2.0%	2.6%
<u>Q11h. Safety in City parks and park facilities</u>								
Very Satisfied	12.7%	12.1%	15.1%	13.9%	12.4%	13.8%	12.3%	13.1%
Satisfied	37.3%	49.4%	37.9%	42.2%	47.1%	44.6%	45.2%	44.9%
Neutral	33.1%	28.8%	35.2%	30.3%	31.5%	31.3%	30.9%	31.1%
Dissatisfied	13.4%	8.0%	8.2%	10.4%	7.5%	7.8%	9.4%	8.6%
Very Dissatisfied	3.5%	1.6%	3.4%	3.3%	1.6%	2.5%	2.2%	2.3%

Appendix C - Crosstabular Data by Race, Hispanic, Latino or Other Spanish Ancestry, and Gender

Q11. Recreation and Cultural Services (Without "Don't Know")

N=2060

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q11i. Overall satisfaction with City swimming pools</u>								
Very Satisfied	11.3%	17.0%	13.6%	15.0%	15.8%	14.9%	15.7%	15.3%
Satisfied	36.3%	42.2%	37.6%	37.0%	41.7%	41.3%	38.9%	40.0%
Neutral	37.9%	28.0%	32.2%	33.5%	28.4%	30.9%	30.2%	30.6%
Dissatisfied	10.5%	10.3%	12.2%	11.0%	10.8%	9.5%	12.1%	10.9%
Very Dissatisfied	4.0%	2.4%	4.4%	3.5%	3.3%	3.5%	3.1%	3.3%
 <u>Q11j. Satisfaction with aquatic programs</u>								
Very Satisfied	13.5%	12.8%	12.7%	12.1%	13.2%	11.9%	13.6%	12.8%
Satisfied	25.2%	38.5%	35.8%	37.2%	36.2%	36.3%	35.9%	36.1%
Neutral	48.6%	38.9%	38.5%	40.6%	38.6%	41.5%	38.7%	40.0%
Dissatisfied	9.0%	7.3%	8.7%	7.0%	8.6%	7.3%	8.4%	7.9%
Very Dissatisfied	3.6%	2.5%	4.3%	3.2%	3.4%	3.1%	3.4%	3.2%

Appendix C - Crosstabular Data by Race, Hispanic, Latino or Other Spanish Ancestry, and Gender

Q11. Recreation and Cultural Services (Without "Don't Know")

N=2060

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q11k. Quality of facilities, such as picnic shelters and playgrounds, at City parks</u>								
Very Satisfied	15.8%	10.3%	10.8%	10.5%	11.0%	10.1%	11.7%	10.9%
Satisfied	33.1%	46.9%	41.9%	42.6%	44.9%	43.5%	44.3%	43.9%
Neutral	31.7%	30.6%	33.2%	33.1%	31.3%	32.7%	30.9%	31.8%
Dissatisfied	14.4%	10.4%	10.8%	10.6%	10.7%	10.8%	10.9%	10.8%
Very Dissatisfied	5.0%	1.8%	3.3%	3.2%	2.0%	3.0%	2.1%	2.6%
 <u>Q11l. Cleanliness of library facilities</u>								
Very Satisfied	27.5%	28.3%	26.8%	28.0%	28.1%	23.9%	31.3%	27.9%
Satisfied	45.8%	51.1%	47.4%	45.5%	51.6%	49.5%	49.0%	49.2%
Neutral	21.8%	17.5%	21.7%	23.6%	16.3%	22.5%	16.7%	19.4%
Dissatisfied	4.2%	2.6%	2.9%	2.2%	3.4%	3.2%	2.5%	2.8%
Very Dissatisfied	0.7%	0.4%	1.2%	0.7%	0.6%	0.9%	0.5%	0.7%

Appendix C - Crosstabular Data by Race, Hispanic, Latino or Other Spanish Ancestry, and Gender

Q11. Recreation and Cultural Services (Without "Don't Know")

N=2060

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q11m. Library programs</u>								
Very Satisfied	24.4%	24.8%	24.1%	24.1%	25.2%	20.0%	28.3%	24.5%
Satisfied	40.5%	48.9%	47.3%	44.5%	49.2%	48.2%	46.6%	47.3%
Neutral	28.2%	22.2%	23.0%	27.4%	20.3%	26.2%	20.8%	23.3%
Dissatisfied	6.1%	3.2%	3.9%	2.8%	4.1%	3.9%	3.6%	3.7%
Very Dissatisfied	0.8%	0.9%	1.7%	1.3%	1.2%	1.7%	0.8%	1.2%
 <u>Q11n. Materials at libraries</u>								
Very Satisfied	24.8%	22.8%	22.6%	22.6%	23.3%	19.2%	26.2%	23.0%
Satisfied	46.7%	47.4%	45.6%	45.3%	47.7%	46.9%	46.4%	46.6%
Neutral	22.6%	22.4%	23.2%	27.2%	20.3%	26.5%	19.5%	22.7%
Dissatisfied	4.4%	5.9%	6.6%	3.7%	7.0%	6.0%	6.1%	6.1%
Very Dissatisfied	1.5%	1.5%	1.9%	1.2%	1.8%	1.4%	1.8%	1.6%

Q11. Recreation and Cultural Services (Without "Don't Know")

N=2060

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q11o. Library hours</u>								
Very Satisfied	22.1%	17.4%	20.0%	20.5%	18.0%	14.8%	22.2%	18.8%
Satisfied	41.2%	43.2%	44.2%	43.4%	43.4%	43.9%	42.6%	43.2%
Neutral	25.0%	27.0%	26.5%	28.7%	24.9%	30.7%	23.0%	26.6%
Dissatisfied	8.1%	9.9%	6.7%	5.5%	10.7%	7.5%	10.0%	8.8%
Very Dissatisfied	3.7%	2.5%	2.5%	1.9%	3.0%	3.0%	2.1%	2.5%

Appendix C - Crosstabular Data by Race, Hispanic, Latino or Other Spanish Ancestry, and Gender

Q12. Which THREE of the recreation and cultural services listed above in Question #11 do you think are most important for the City to provide? (Sum of Top Three Choices)

N=2060

	Q22. Which of the following best describes your RACE?			Q23. Are you Hispanic, Latino, or of other Spanish ancestry?		Q25. What is your gender?		Total
	African American/ Black	Caucasian/ White	Other	Yes	No	Male	Female	
	<u>Q12. Sum of Top Three Choices</u>							
Number of City parks	16.8%	27.7%	20.3%	18.2%	27.7%	27.9%	21.2%	24.4%
Number of walking/biking trails	8.4%	24.7%	20.0%	18.6%	23.7%	22.8%	21.0%	21.8%
Appearance of park grounds in Austin	15.6%	19.1%	18.1%	20.1%	17.5%	20.9%	16.3%	18.5%
Quality of parks & recreation programs offered by the Austin Parks Department	28.1%	28.3%	26.7%	25.3%	29.2%	25.6%	29.6%	27.7%
Quality of youth athletic programs offered by the City	26.3%	16.4%	15.6%	20.8%	14.6%	16.7%	17.2%	17.0%
Quality of adult athletic programs offered by the City	9.0%	5.0%	7.2%	9.1%	4.4%	5.9%	6.3%	6.1%
Quality of outdoor athletic fields	2.4%	4.4%	5.4%	5.9%	3.8%	6.0%	3.2%	4.5%
Safety in City parks & park facilities	32.3%	44.3%	37.9%	40.1%	42.2%	38.5%	43.6%	41.2%

Appendix C - Crosstabular Data by Race, Hispanic, Latino or Other Spanish Ancestry, and Gender

Q12. Which THREE of the recreation and cultural services listed above in Question #11 do you think are most important for the City to provide? (Sum of Top Three Choices) (cont.)

N=2060

Q22. Which of the following best describes your RACE?			Q23. Are you Hispanic, Latino, or of other Spanish ancestry?		Q25. What is your gender?		Total
African American/ Black	Caucasian/ White	Other	Yes	No	Male	Female	

Q12. Sum of Top Three Choices (Cont.)

Overall satisfaction with City swimming pools	7.8%	15.5%	13.1%	13.6%	14.3%	11.8%	16.4%	14.2%
Satisfaction with aquatic programs	3.0%	2.5%	2.9%	3.4%	2.2%	2.5%	2.7%	2.6%
Quality of facilities, such as picnic shelters & playgrounds, at City parks	24.6%	15.4%	17.6%	19.0%	15.6%	15.9%	17.6%	16.8%
Cleanliness of library facilities	6.0%	4.0%	4.7%	4.9%	4.4%	4.3%	4.7%	4.5%
Library programs	21.0%	16.4%	14.9%	15.7%	16.8%	14.7%	17.7%	16.3%
Materials at libraries	13.8%	18.5%	15.1%	11.9%	20.1%	15.9%	18.1%	17.0%
Library hours	14.4%	9.0%	8.7%	7.3%	10.6%	9.1%	9.7%	9.4%
None chosen	32.3%	21.6%	29.2%	27.1%	23.4%	25.9%	23.4%	24.6%

Appendix C - Crosstabular Data by Race, Hispanic, Latino or Other Spanish Ancestry, and Gender

Q13. Residential and Neighborhood Services (Without "Don't Know")

N=2060

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q13a. Quality of residential garbage collection</u>								
Very Satisfied	32.9%	37.4%	36.4%	39.5%	35.8%	36.6%	37.0%	36.8%
Satisfied	47.2%	50.1%	45.1%	45.6%	50.0%	47.6%	48.7%	48.2%
Neutral	12.4%	7.7%	11.6%	9.1%	8.8%	9.7%	9.1%	9.4%
Dissatisfied	4.3%	3.8%	4.5%	4.6%	3.8%	4.6%	3.6%	4.1%
Very Dissatisfied	3.1%	0.9%	2.4%	1.2%	1.6%	1.5%	1.6%	1.5%
 <u>Q13b. Quality of residential yard waste collection</u>								
Very Satisfied	23.4%	31.5%	30.1%	31.7%	29.7%	29.5%	31.0%	30.3%
Satisfied	46.8%	46.3%	41.6%	43.1%	46.2%	44.5%	45.0%	44.8%
Neutral	19.6%	14.2%	17.4%	15.4%	15.4%	16.7%	14.9%	15.8%
Dissatisfied	7.6%	6.3%	7.5%	7.6%	6.5%	6.4%	7.5%	7.0%
Very Dissatisfied	2.5%	1.7%	3.4%	2.1%	2.2%	2.9%	1.6%	2.2%

Appendix C - Crosstabular Data by Race, Hispanic, Latino or Other Spanish Ancestry, and Gender

Q13. Residential and Neighborhood Services (Without "Don't Know")

N=2060

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q13c. Quality of residential curbside recycling services</u>								
Very Satisfied	30.6%	39.5%	35.7%	37.1%	38.4%	36.9%	38.4%	37.7%
Satisfied	47.8%	45.4%	45.2%	47.5%	44.5%	46.9%	44.4%	45.6%
Neutral	15.9%	8.6%	12.8%	10.7%	10.0%	9.5%	11.4%	10.5%
Dissatisfied	3.8%	4.6%	4.9%	3.9%	4.9%	5.2%	4.0%	4.6%
Very Dissatisfied	1.9%	1.9%	1.4%	0.7%	2.1%	1.6%	1.8%	1.7%
 <u>Q13d. Household hazardous waste disposal service</u>								
Very Satisfied	15.6%	14.4%	18.6%	19.2%	14.1%	16.0%	16.4%	16.2%
Satisfied	38.5%	34.2%	32.6%	37.1%	31.6%	35.5%	32.2%	33.8%
Neutral	33.3%	26.4%	30.1%	27.5%	29.2%	28.0%	28.4%	28.2%
Dissatisfied	9.6%	17.9%	12.7%	13.0%	17.1%	14.5%	16.4%	15.4%
Very Dissatisfied	3.0%	7.0%	5.9%	3.2%	8.0%	6.0%	6.5%	6.3%

Appendix C - Crosstabular Data by Race, Hispanic, Latino or Other Spanish Ancestry, and Gender

Q13. Residential and Neighborhood Services (Without "Don't Know")

N=2060

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q13e. Bulky item pick-up/removal services</u>								
Very Satisfied	24.7%	29.9%	27.9%	31.6%	27.5%	27.0%	30.9%	29.0%
Satisfied	42.9%	45.7%	43.9%	44.1%	45.8%	45.7%	43.8%	44.7%
Neutral	18.8%	16.0%	17.6%	15.9%	16.9%	18.7%	15.3%	16.9%
Dissatisfied	10.4%	6.4%	8.2%	6.6%	7.5%	6.3%	8.0%	7.2%
Very Dissatisfied	3.2%	2.0%	2.4%	2.0%	2.3%	2.4%	2.0%	2.2%
 <u>Q13f. Reliability of your electric service</u>								
Very Satisfied	30.2%	41.2%	31.3%	35.3%	39.1%	35.4%	39.2%	37.4%
Satisfied	45.7%	45.5%	48.1%	45.4%	46.8%	46.7%	45.5%	46.1%
Neutral	13.6%	9.5%	14.7%	15.6%	8.7%	13.3%	9.9%	11.5%
Dissatisfied	6.8%	2.6%	4.6%	2.8%	3.7%	2.6%	4.2%	3.5%
Very Dissatisfied	3.7%	1.2%	1.4%	0.9%	1.7%	1.9%	1.2%	1.5%

Appendix C - Crosstabular Data by Race, Hispanic, Latino or Other Spanish Ancestry, and Gender

Q13. Residential and Neighborhood Services (Without "Don't Know")

N=2060

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q13g. Safety of your drinking water</u>								
Very Satisfied	30.4%	40.6%	31.7%	34.5%	38.6%	36.8%	36.9%	36.8%
Satisfied	38.5%	43.3%	43.0%	44.3%	42.3%	43.8%	42.0%	42.9%
Neutral	21.7%	10.8%	18.5%	15.3%	13.0%	13.2%	15.2%	14.3%
Dissatisfied	6.2%	4.0%	3.9%	3.6%	4.4%	3.7%	4.4%	4.1%
Very Dissatisfied	3.1%	1.3%	2.9%	2.2%	1.7%	2.5%	1.5%	2.0%
<u>Q13h. Cleanliness of City streets and public areas</u>								
Very Satisfied	13.0%	14.9%	14.3%	15.9%	14.1%	14.5%	15.1%	14.9%
Satisfied	46.6%	51.4%	45.4%	44.5%	51.6%	48.1%	49.4%	48.8%
Neutral	25.5%	22.9%	23.5%	23.0%	23.6%	23.6%	22.9%	23.3%
Dissatisfied	9.9%	8.5%	13.4%	13.3%	8.2%	10.1%	10.3%	10.2%
Very Dissatisfied	5.0%	2.3%	3.5%	3.2%	2.5%	3.7%	2.3%	3.0%

Appendix C - Crosstabular Data by Race, Hispanic, Latino or Other Spanish Ancestry, and Gender

Q13. Residential and Neighborhood Services (Without "Don't Know")

N=2060

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q13i. Cleanliness of your neighborhood</u>								
Very Satisfied	19.9%	25.8%	21.3%	22.0%	25.6%	23.3%	24.8%	24.1%
Satisfied	41.0%	49.8%	44.8%	44.8%	48.9%	48.6%	46.0%	47.3%
Neutral	23.6%	13.5%	18.4%	16.2%	15.4%	16.7%	14.9%	15.8%
Dissatisfied	9.9%	7.5%	11.5%	12.2%	7.0%	7.7%	10.5%	9.2%
Very Dissatisfied	5.6%	3.4%	4.0%	4.9%	3.0%	3.7%	3.8%	3.7%
 <u>Q13j. Code enforcement of weed lots, abandoned vehicles, graffiti and dilapidated buildings</u>								
Very Satisfied	14.7%	8.5%	11.4%	12.2%	9.0%	9.3%	11.0%	10.2%
Satisfied	29.5%	33.0%	27.8%	28.9%	32.6%	30.7%	31.2%	30.9%
Neutral	25.0%	29.1%	29.2%	25.3%	31.0%	29.5%	28.2%	28.8%
Dissatisfied	19.2%	20.2%	19.6%	21.1%	18.7%	19.3%	20.0%	19.7%
Very Dissatisfied	11.5%	9.2%	12.0%	12.5%	8.6%	11.2%	9.5%	10.3%

Appendix C - Crosstabular Data by Race, Hispanic, Latino or Other Spanish Ancestry, and Gender

Q14. Which THREE of the residential and neighborhood services listed above in Question #13 do you think are most important for the City to provide?(Sum of Top Three Choices)

N=2060

	Q22. Which of the following best describes your RACE?			Q23. Are you Hispanic, Latino, or of other Spanish ancestry?		Q25. What is your gender?		Total
	African American/ Black	Caucasian/ White	Other	Yes	No	Male	Female	
<u>Q14. Sum of Top Three Choices</u>								
Quality of residential garbage collection	31.7%	42.9%	32.4%	33.4%	41.7%	39.3%	38.4%	38.8%
Quality of residential yard waste collection	6.6%	5.8%	10.4%	9.4%	6.3%	8.6%	6.3%	7.4%
Quality of residential curbside recycling services	7.8%	19.8%	13.9%	12.6%	19.6%	14.8%	18.9%	16.9%
Household hazardous waste disposal service	10.8%	10.3%	11.1%	9.7%	10.9%	10.0%	11.0%	10.5%
Bulky item pick-up/removal services	16.2%	8.5%	11.2%	11.6%	8.9%	9.2%	10.4%	9.9%
Reliability of your electric service	29.9%	43.8%	31.5%	31.3%	42.3%	39.7%	37.4%	38.5%
Safety of your drinking water	44.9%	60.5%	46.0%	47.0%	59.3%	53.1%	56.5%	54.9%
Cleanliness of City streets & public areas	30.5%	27.7%	31.5%	31.6%	27.9%	28.6%	29.8%	29.2%
Cleanliness of your neighborhood	23.4%	15.1%	23.2%	24.6%	13.9%	19.8%	16.7%	18.2%

Q14. Which THREE of the residential and neighborhood services listed above in Question #13 do you think are most important for the City to provide?(Sum of Top Three Choices) (cont.)

N=2060

Q22. Which of the following best describes your RACE?			Q23. Are you Hispanic, Latino, or of other Spanish ancestry?		Q25. What is your gender?		Total
African American/ Black	Caucasian/ White	Other	Yes	No	Male	Female	

Q14. Sum of Top Three Choices (Cont.)

Code enforcement of weed lots, abandoned vehicles, graffiti & dilapidated buildings	32.9%	24.4%	29.0%	34.1%	22.5%	24.2%	29.2%	26.8%
None chosen	29.3%	19.0%	24.3%	22.9%	21.1%	21.9%	20.7%	21.3%

Appendix C - Crosstabular Data by Race, Hispanic, Latino or Other Spanish Ancestry, and Gender

Q15. Customer Service (Without "Don't Know")

N=2060

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q15a. Austin Energy customer service</u>								
Very Satisfied	20.1%	20.3%	22.1%	24.2%	18.8%	19.4%	22.4%	21.0%
Satisfied	49.4%	49.1%	42.7%	44.0%	48.6%	46.6%	47.0%	46.8%
Neutral	19.5%	20.6%	22.9%	21.9%	21.3%	23.2%	19.8%	21.4%
Dissatisfied	5.8%	6.2%	7.6%	5.7%	7.3%	6.7%	6.4%	6.5%
Very Dissatisfied	5.2%	3.8%	4.6%	4.1%	4.1%	4.0%	4.4%	4.2%
 <u>Q15b. Water and wastewater utility customer service</u>								
Very Satisfied	17.4%	18.4%	24.1%	25.0%	17.0%	19.1%	21.1%	20.1%
Satisfied	50.3%	48.1%	42.8%	43.3%	48.5%	45.7%	46.9%	46.3%
Neutral	22.1%	25.9%	22.7%	23.5%	25.5%	25.4%	24.1%	24.8%
Dissatisfied	7.4%	4.7%	6.7%	5.5%	5.7%	6.9%	4.5%	5.7%
Very Dissatisfied	2.7%	2.9%	3.7%	2.7%	3.4%	2.9%	3.3%	3.1%

Appendix C - Crosstabular Data by Race, Hispanic, Latino or Other Spanish Ancestry, and Gender

Q15. Customer Service (Without "Don't Know")

N=2060

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q15c. Helpfulness of library staff</u>								
Very Satisfied	37.8%	44.2%	38.2%	33.9%	46.3%	36.8%	45.2%	41.4%
Satisfied	38.6%	36.8%	40.2%	39.5%	36.9%	39.1%	37.0%	38.0%
Neutral	19.7%	17.0%	18.7%	23.2%	15.0%	21.1%	15.8%	18.2%
Dissatisfied	3.9%	1.5%	2.3%	2.7%	1.4%	2.2%	1.7%	1.9%
Very Dissatisfied	0.0%	0.6%	0.6%	0.7%	0.4%	0.7%	0.4%	0.5%
 <u>Q15d. Overall quality of customer service provided by the City of Austin</u>								
Very Satisfied	18.6%	16.5%	18.7%	20.0%	16.0%	15.4%	19.5%	17.5%
Satisfied	51.3%	48.9%	44.4%	46.0%	48.7%	47.1%	48.0%	47.6%
Neutral	24.4%	27.2%	28.1%	26.4%	27.8%	29.3%	25.5%	27.3%
Dissatisfied	2.6%	5.4%	6.1%	6.1%	4.8%	5.8%	5.0%	5.4%
Very Dissatisfied	3.2%	2.0%	2.6%	1.5%	2.7%	2.5%	2.0%	2.2%

Appendix C - Crosstabular Data by Race, Hispanic, Latino or Other Spanish Ancestry, and Gender

Q15. Customer Service (Without "Don't Know")

N=2060

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q15e. Services provided by the City's 3-1-1 assistance telephone number</u>								
Very Satisfied	33.6%	33.8%	31.0%	32.5%	33.8%	28.3%	37.2%	33.0%
Satisfied	44.5%	42.9%	41.6%	42.3%	42.1%	44.8%	40.6%	42.6%
Neutral	15.8%	16.0%	17.8%	17.8%	16.3%	18.1%	15.5%	16.7%
Dissatisfied	5.5%	5.5%	7.4%	5.6%	6.1%	7.0%	5.2%	6.0%
Very Dissatisfied	0.7%	1.8%	2.1%	1.8%	1.7%	1.8%	1.6%	1.7%
 <u>Q15f. Review services for residential and commercial building plans</u>								
Very Satisfied	12.4%	6.7%	12.4%	12.1%	7.0%	8.1%	10.3%	9.1%
Satisfied	25.7%	18.8%	27.4%	26.0%	19.1%	22.6%	21.8%	22.2%
Neutral	39.0%	36.0%	36.3%	40.1%	34.5%	36.1%	37.6%	36.9%
Dissatisfied	14.3%	19.3%	14.1%	12.8%	19.9%	18.2%	15.6%	17.0%
Very Dissatisfied	8.6%	19.1%	9.8%	9.0%	19.4%	14.9%	14.7%	14.8%

Appendix C - Crosstabular Data by Race, Hispanic, Latino or Other Spanish Ancestry, and Gender

Q16. Other City Services (Without "Don't Know")

N=2060

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q16a. Availability of affordable housing for low/moderate income families</u>								
Very Satisfied	6.3%	5.0%	8.5%	7.1%	5.4%	7.4%	5.0%	6.1%
Satisfied	14.1%	11.2%	17.0%	15.1%	12.6%	16.5%	10.6%	13.4%
Neutral	20.4%	23.7%	28.6%	27.0%	23.2%	27.1%	22.9%	24.9%
Dissatisfied	29.6%	31.8%	22.3%	26.3%	30.7%	24.9%	32.3%	28.9%
Very Dissatisfied	29.6%	28.2%	23.7%	24.6%	28.1%	24.1%	29.1%	26.8%
 <u>Q16b. The City's efforts to offer financial literacy/homebuyer education</u>								
Very Satisfied	10.1%	5.1%	8.8%	7.0%	6.5%	7.8%	5.9%	6.8%
Satisfied	17.6%	17.5%	21.8%	21.4%	17.9%	19.0%	19.3%	19.2%
Neutral	33.6%	43.7%	40.2%	40.6%	41.8%	42.7%	40.3%	41.5%
Dissatisfied	27.7%	21.2%	17.8%	19.2%	22.3%	18.5%	22.9%	20.7%
Very Dissatisfied	10.9%	12.4%	11.4%	11.8%	11.4%	12.0%	11.5%	11.8%

Appendix C - Crosstabular Data by Race, Hispanic, Latino or Other Spanish Ancestry, and Gender

Q16. Other City Services (Without "Don't Know")

N=2060

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q16c. City's effort to promote and assist small, minority and/or women-owned businesses</u>								
Very Satisfied	7.2%	6.9%	11.1%	9.4%	7.9%	9.4%	7.3%	8.4%
Satisfied	16.8%	25.7%	28.2%	28.7%	23.5%	25.5%	25.4%	25.5%
Neutral	42.4%	39.4%	35.8%	37.1%	39.3%	39.6%	37.8%	38.7%
Dissatisfied	20.0%	18.8%	15.8%	16.6%	19.3%	15.0%	20.8%	17.9%
Very Dissatisfied	13.6%	9.2%	9.1%	8.2%	9.9%	10.5%	8.6%	9.6%
 <u>Q16d. Shot for Tots and Big Shots program (immunizations)</u>								
Very Satisfied	21.8%	14.4%	21.4%	21.9%	14.8%	15.1%	20.1%	17.7%
Satisfied	42.9%	42.5%	39.0%	40.9%	42.2%	40.9%	41.4%	41.2%
Neutral	29.4%	36.8%	32.3%	31.3%	36.1%	37.5%	31.9%	34.5%
Dissatisfied	3.4%	4.0%	3.9%	3.5%	4.2%	3.8%	3.7%	3.8%
Very Dissatisfied	2.5%	2.3%	3.4%	2.3%	2.7%	2.7%	2.9%	2.8%

Appendix C - Crosstabular Data by Race, Hispanic, Latino or Other Spanish Ancestry, and Gender

Q16. Other City Services (Without "Don't Know")

N=2060

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q16e. Food Safety Inspection program</u>								
Very Satisfied	14.8%	10.3%	14.7%	15.7%	10.9%	11.3%	13.8%	12.6%
Satisfied	38.5%	37.6%	36.7%	36.0%	38.1%	38.3%	35.9%	37.1%
Neutral	37.7%	41.0%	35.2%	35.4%	40.7%	37.9%	39.5%	38.7%
Dissatisfied	6.6%	8.2%	9.5%	9.0%	7.8%	8.9%	8.0%	8.4%
Very Dissatisfied	2.5%	2.9%	4.0%	3.9%	2.5%	3.6%	2.8%	3.2%
<u>Q16f. Neighborhood planning/zoning efforts</u>								
Very Satisfied	11.8%	4.7%	8.0%	8.3%	5.4%	5.9%	6.9%	6.5%
Satisfied	27.9%	26.8%	31.0%	31.3%	26.8%	29.4%	26.8%	28.1%
Neutral	34.6%	35.1%	36.0%	36.3%	34.8%	34.1%	36.4%	35.2%
Dissatisfied	14.0%	19.4%	16.6%	15.7%	19.0%	18.2%	17.9%	18.0%
Very Dissatisfied	11.8%	14.0%	8.4%	8.3%	14.0%	12.4%	12.0%	12.2%

Appendix C - Crosstabular Data by Race, Hispanic, Latino or Other Spanish Ancestry, and Gender

Q16. Other City Services (Without "Don't Know")

N=2060

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q16g. Accessibility of municipal court services</u>								
Very Satisfied	15.2%	8.7%	9.4%	10.2%	9.9%	8.4%	11.2%	9.8%
Satisfied	30.3%	35.5%	37.1%	39.7%	32.5%	36.0%	35.1%	35.5%
Neutral	40.9%	41.9%	39.6%	36.5%	43.7%	39.9%	41.9%	40.9%
Dissatisfied	9.8%	10.7%	8.2%	9.3%	10.6%	10.6%	8.8%	9.7%
Very Dissatisfied	3.8%	3.2%	5.7%	4.3%	3.3%	5.2%	3.0%	4.1%
 <u>Q16h. The City's efforts to support diversity by serving people equally regardless of their race, religion, ethnicity, age, or abilities</u>								
Very Satisfied	11.3%	16.4%	16.8%	15.2%	16.5%	16.9%	15.1%	16.0%
Satisfied	25.3%	36.0%	34.0%	35.0%	34.8%	36.4%	32.7%	34.5%
Neutral	34.7%	30.8%	31.0%	30.6%	31.2%	30.0%	32.2%	31.1%
Dissatisfied	14.7%	10.3%	9.6%	11.6%	9.8%	8.3%	12.6%	10.5%
Very Dissatisfied	14.0%	6.4%	8.6%	7.6%	7.7%	8.4%	7.3%	7.8%

Appendix C - Crosstabular Data by Race, Hispanic, Latino or Other Spanish Ancestry, and Gender

Q17. Usage of City Services and Facilities: Please indicate if you did any of the following activities during the past 12 months by circling YES or NO

N=2060

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q17a. Have you visited an Austin City park?</u>								
Yes	74.9%	89.8%	86.1%	85.0%	88.8%	89.1%	86.2%	87.6%
No	24.0%	9.8%	13.1%	14.7%	10.4%	10.2%	13.3%	11.8%
Don't know	1.2%	0.4%	0.8%	0.3%	0.8%	0.7%	0.5%	0.6%
<u>Q17b. Have you participated in a City of Austin recreation program/event?</u>								
Yes	37.7%	43.8%	37.4%	39.9%	42.2%	37.2%	44.7%	41.1%
No	61.1%	53.7%	59.9%	59.2%	54.7%	60.1%	53.0%	56.4%
Don't know	1.2%	2.5%	2.7%	1.0%	3.1%	2.7%	2.2%	2.5%
<u>Q17c. Have you visited an Austin library facility?</u>								
Yes	71.3%	71.5%	72.5%	70.2%	72.4%	68.6%	74.7%	71.7%
No	28.1%	27.3%	26.5%	29.5%	26.1%	29.7%	24.8%	27.1%
Don't know	0.6%	1.2%	1.0%	0.3%	1.4%	1.7%	0.6%	1.1%

Appendix C - Crosstabular Data by Race, Hispanic, Latino or Other Spanish Ancestry, and Gender

Q17. Usage of City Services and Facilities: Please indicate if you did any of the following activities during the past 12 months by circling YES or NO

N=2060

	Q22. Which of the following best describes your RACE?			Q23. Are you Hispanic, Latino, or of other Spanish ancestry?		Q25. What is your gender?		Total
	African American/ Black	Caucasian/ White	Other	Yes	No	Male	Female	
<u>Q17d. Have you visited a City pool?</u>								
Yes	40.7%	56.0%	54.2%	54.4%	53.6%	52.3%	55.7%	54.1%
No	58.7%	43.0%	44.3%	44.6%	45.3%	46.0%	43.7%	44.8%
Don't know	0.6%	1.0%	1.5%	1.0%	1.1%	1.7%	0.6%	1.1%
<u>Q17e. Have you visited a City recreation center?</u>								
Yes	61.1%	42.1%	50.8%	51.5%	43.3%	44.8%	47.4%	46.2%
No	37.7%	55.9%	46.9%	47.5%	54.1%	53.1%	50.5%	51.8%
Don't know	1.2%	2.0%	2.4%	1.0%	2.6%	2.0%	2.1%	2.0%
<u>Q17f. Have you had contact with the City of Austin Municipal Court?</u>								
Yes	35.9%	36.8%	37.1%	35.8%	37.1%	39.4%	34.5%	36.8%
No	62.9%	61.1%	61.4%	63.2%	60.6%	58.6%	63.8%	61.3%
Don't know	1.2%	2.1%	1.5%	1.0%	2.3%	2.0%	1.7%	1.8%

Appendix C - Crosstabular Data by Race, Hispanic, Latino or Other Spanish Ancestry, and Gender

Q17. Usage of City Services and Facilities: Please indicate if you did any of the following activities during the past 12 months by circling YES or NO

N=2060

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q17g. Have you had contact with the City for Code Enforcement?</u>								
Yes	32.3%	26.1%	27.5%	26.6%	27.4%	29.8%	24.5%	27.0%
No	65.9%	70.9%	69.3%	71.0%	69.3%	66.9%	72.8%	70.0%
Don't know	1.8%	3.0%	3.2%	2.4%	3.3%	3.3%	2.7%	3.0%
<u>Q17h. Have you visited the Austin-Bergstrom International Airport?</u>								
Yes	81.4%	89.8%	77.9%	75.0%	90.7%	86.5%	84.4%	85.4%
No	18.6%	9.7%	21.3%	24.3%	8.8%	12.7%	15.2%	14.0%
Don't know	0.0%	0.5%	0.8%	0.7%	0.5%	0.8%	0.4%	0.6%
<u>Q17i. Have you called 3-1-1?</u>								
Yes	67.7%	67.2%	62.8%	69.5%	63.8%	64.0%	67.9%	66.1%
No	31.7%	31.8%	35.6%	30.1%	34.7%	34.7%	31.0%	32.8%
Don't know	0.6%	1.0%	1.7%	0.4%	1.5%	1.3%	1.0%	1.2%

Appendix C - Crosstabular Data by Race, Hispanic, Latino or Other Spanish Ancestry, and Gender

Q17. Usage of City Services and Facilities: Please indicate if you did any of the following activities during the past 12 months by circling YES or NO

N=2060

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q17j. Have you called 9-1-1?</u>								
Yes	44.9%	41.6%	43.3%	46.0%	39.3%	39.0%	45.2%	42.2%
No	54.5%	57.4%	55.0%	53.0%	59.4%	59.2%	54.1%	56.6%
Don't know	0.6%	1.0%	1.7%	1.0%	1.3%	1.8%	0.7%	1.2%
<u>Q17k. Have you had contact with the Austin Police Department?</u>								
Yes	58.7%	59.8%	55.9%	55.5%	59.6%	59.8%	57.3%	58.5%
No	40.1%	39.4%	42.8%	44.1%	39.0%	38.5%	42.2%	40.4%
Don't know	1.2%	0.9%	1.3%	0.4%	1.4%	1.7%	0.5%	1.1%
<u>Q17l. Have you had contact with the Austin Fire Department?</u>								
Yes	35.3%	29.0%	29.7%	30.6%	29.3%	30.4%	28.8%	29.6%
No	63.5%	70.0%	68.8%	68.6%	69.2%	67.8%	70.2%	69.1%
Don't know	1.2%	1.1%	1.5%	0.8%	1.5%	1.7%	0.9%	1.3%

Appendix C - Crosstabular Data by Race, Hispanic, Latino or Other Spanish Ancestry, and Gender

Q17. Usage of City Services and Facilities: Please indicate if you did any of the following activities during the past 12 months by circling YES or NO

N=2060

	<u>Q22. Which of the following best describes your RACE?</u>			<u>Q23. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Q25. What is your gender?</u>		<u>Total</u>
	<u>African American/ Black</u>	<u>Caucasian/ White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	<u>Male</u>	<u>Female</u>	
<u>Q17m. Have you had contact with the Emergency Medical Services Department?</u>								
Yes	44.3%	29.2%	36.9%	34.0%	31.3%	31.7%	33.5%	32.6%
No	53.9%	69.8%	61.4%	65.4%	67.0%	66.4%	65.6%	66.0%
Don't know	1.8%	1.1%	1.7%	0.6%	1.8%	1.9%	0.9%	1.4%
<u>Q17n. Does Austin Energy provide your electric service?</u>								
Yes	92.8%	89.4%	88.8%	93.3%	87.3%	87.4%	91.1%	89.4%
No	5.4%	9.5%	9.4%	5.5%	11.2%	10.6%	7.8%	9.2%
Don't know	1.8%	1.1%	1.8%	1.3%	1.5%	1.9%	1.0%	1.5%
<u>Q17o. Does the City of Austin collect garbage at your residence?</u>								
Yes	91.0%	92.1%	93.8%	95.7%	90.8%	92.0%	93.2%	92.6%
No	6.0%	5.5%	4.0%	3.4%	5.9%	5.6%	4.5%	5.0%
Don't know	3.0%	2.4%	2.2%	1.0%	3.3%	2.4%	2.3%	2.4%

Appendix C - Crosstabular Data by Race, Hispanic, Latino or Other Spanish Ancestry, and Gender

Q17. Usage of City Services and Facilities: Please indicate if you receive services from the following organizations:

N=2060

Q22. Which of the following best describes your RACE?			Q23. Are you Hispanic, Latino, or of other Spanish ancestry?		Q25. What is your gender?		Total
African American/ Black	Caucasian/ White	Other	Yes	No	Male	Female	

Q17p. Does the City of Austin provide your home with water and wastewater services?

Yes	96.4%	96.7%	95.8%	97.2%	96.0%	96.0%	96.7%	96.4%
No	0.6%	1.5%	2.0%	1.7%	1.4%	1.7%	1.5%	1.6%
Don't know	3.0%	1.8%	2.2%	1.1%	2.5%	2.2%	1.8%	2.0%

Appendix C - Crosstabular Data by Race, Hispanic, Latino or Other Spanish Ancestry, and Gender

Q18. Using a scale of 1 to 5, where 1 means "strongly disagree" and 5 means "strongly agree," please rate you level of agreement with the following statement: "Employees of the City of Austin are ethical in the way they conduct City business."

N=2060

Q22. Which of the following best describes your RACE?			Q23. Are you Hispanic, Latino, or of other Spanish ancestry?		Q25. What is your gender?		Total
African American/ Black	Caucasian/ White	Other	Yes	No	Male	Female	

Q18. Using a scale of 1 to 5, where 1 means "Strongly Disagree" and 5 means "Strongly Agree," please rate your level of agreement with the following statement: "Employees of the City of Austin are ethical in the way they conduct City business."

Strongly Disagree	5.5%	3.6%	6.2%	5.9%	3.9%	5.9%	3.5%	4.7%
Disagree	9.1%	5.9%	7.6%	7.1%	5.8%	7.7%	5.5%	6.6%
Neutral	27.3%	21.3%	24.0%	25.1%	21.5%	22.4%	22.8%	22.6%
Agree	31.5%	38.1%	34.1%	36.0%	36.8%	35.6%	36.6%	36.2%
Strongly Agree	13.9%	13.6%	12.9%	13.7%	13.5%	15.0%	11.8%	13.4%
Don't Know	12.7%	17.5%	15.2%	12.2%	18.4%	13.4%	19.8%	16.7%

2015 City of Austin Community Survey – *Appendix D: Cross-tabular Data by Number of Claimed Dependents and Those Who Own vs. Rent Their Home*

...helping organizations make better decisions since 1982

Submitted to the City of Austin, Texas by:

ETC Institute
725 W. Frontier Lane,
Olathe, Kansas
66061

January 2016



Appendix D - Crosstabular Data by Number of Claimed Dependents and Those Who Own vs. Rent Their Home

Q1. Perceptions of the Community (Without "Don't Know")

N=2060	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q1a. The City of Austin as a place to live</u>										
Very Satisfied	33.7%	35.1%	35.7%	34.8%	41.5%	48.6%	36.7%	36.3%	21.1%	36.5%
Satisfied	43.5%	44.1%	45.2%	45.0%	49.0%	33.6%	46.1%	39.7%	42.1%	44.5%
Neutral	14.1%	12.3%	10.4%	13.5%	7.5%	11.2%	10.1%	15.3%	15.8%	11.5%
Dissatisfied	5.4%	5.0%	7.1%	6.0%	1.5%	2.8%	5.0%	6.5%	10.5%	5.4%
Very Dissatisfied	3.3%	3.5%	1.6%	0.7%	0.5%	3.7%	2.0%	2.2%	10.5%	2.2%
<u>Q1b. The City of Austin as a place to raise children</u>										
Very Satisfied	29.0%	28.3%	33.0%	31.7%	39.2%	50.5%	32.5%	34.6%	29.4%	32.9%
Satisfied	41.9%	37.7%	41.2%	45.7%	49.7%	38.1%	43.8%	35.0%	35.3%	41.8%
Neutral	21.3%	25.9%	17.8%	14.0%	8.0%	8.6%	17.0%	21.1%	29.4%	18.0%
Dissatisfied	5.8%	4.9%	5.9%	7.2%	1.5%	1.0%	4.6%	6.9%	0.0%	5.1%
Very Dissatisfied	1.9%	3.2%	2.1%	1.4%	1.5%	1.9%	2.1%	2.5%	5.9%	2.2%

Appendix D - Crosstabular Data by Number of Claimed Dependents and Those Who Own vs. Rent Their Home

Q1. Perceptions of the Community (Without "Don't Know")

N=2060	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q1c. The City of Austin as a place to work</u>										
Very Satisfied	35.4%	28.4%	36.5%	33.6%	41.2%	47.6%	34.4%	36.0%	27.8%	34.7%
Satisfied	40.4%	47.1%	43.0%	46.8%	44.2%	39.0%	47.0%	36.6%	38.9%	44.4%
Neutral	14.6%	15.7%	13.5%	13.9%	10.6%	8.6%	12.9%	15.9%	22.2%	13.7%
Dissatisfied	7.3%	6.7%	5.1%	4.6%	3.5%	1.9%	4.4%	8.7%	0.0%	5.4%
Very Dissatisfied	2.2%	2.1%	1.9%	1.1%	0.5%	2.9%	1.3%	2.9%	11.1%	1.8%
<u>Q1d. The City of Austin as a place to retire</u>										
Very Satisfied	23.8%	21.7%	23.7%	19.5%	17.6%	31.9%	22.1%	23.5%	11.1%	22.4%
Satisfied	21.3%	25.1%	31.5%	23.0%	27.5%	29.8%	28.6%	22.6%	22.2%	27.2%
Neutral	30.0%	24.9%	22.4%	32.3%	33.0%	20.2%	25.2%	28.9%	33.3%	26.1%
Dissatisfied	15.0%	16.6%	14.4%	17.9%	13.2%	10.6%	15.1%	15.5%	16.7%	15.2%
Very Dissatisfied	10.0%	11.7%	8.0%	7.4%	8.8%	7.4%	9.0%	9.5%	16.7%	9.2%

Appendix D - Crosstabular Data by Number of Claimed Dependents and Those Who Own vs. Rent Their Home

Q1. Perceptions of the Community (Without "Don't Know")

N=2060	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q1e. Overall value that you receive for your City tax dollars & fees</u>										
Very Satisfied	8.3%	8.5%	9.1%	6.5%	10.3%	9.7%	7.8%	11.6%	5.3%	8.7%
Satisfied	34.4%	28.1%	34.2%	30.2%	32.0%	32.0%	32.3%	29.8%	26.3%	31.6%
Neutral	26.1%	33.5%	26.7%	33.1%	35.1%	30.1%	30.8%	29.3%	26.3%	30.4%
Dissatisfied	17.2%	19.3%	20.0%	22.5%	17.5%	21.4%	19.8%	19.1%	26.3%	19.7%
Very Dissatisfied	13.9%	10.6%	10.0%	7.6%	5.2%	6.8%	9.3%	10.3%	15.8%	9.6%
 <u>Q1f. Overall quality of life in the City</u>										
Very Satisfied	25.8%	22.7%	22.8%	21.7%	25.4%	26.2%	23.1%	25.0%	0.0%	23.3%
Satisfied	48.4%	50.3%	50.9%	50.2%	53.7%	51.4%	52.0%	46.6%	50.0%	50.7%
Neutral	15.9%	18.4%	15.7%	18.9%	18.9%	13.1%	16.4%	18.8%	27.8%	17.1%
Dissatisfied	4.9%	6.1%	8.1%	8.5%	2.0%	6.5%	6.3%	7.5%	11.1%	6.6%
Very Dissatisfied	4.9%	2.6%	2.5%	0.7%	0.0%	2.8%	2.2%	2.2%	11.1%	2.3%

Appendix D - Crosstabular Data by Number of Claimed Dependents and Those Who Own vs. Rent Their Home

Q1. Perceptions of the Community (Without "Don't Know")

N=2060	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q1g. How well the City of Austin is planning growth</u>										
Very Satisfied	7.3%	5.3%	6.9%	6.5%	6.1%	10.5%	5.4%	10.6%	0.0%	6.5%
Satisfied	16.2%	13.9%	15.7%	15.6%	14.7%	26.7%	16.5%	13.3%	10.5%	15.7%
Neutral	25.7%	22.3%	21.3%	22.5%	26.9%	21.0%	23.5%	20.3%	15.8%	22.7%
Dissatisfied	24.0%	30.5%	29.0%	29.7%	33.0%	19.0%	29.5%	26.6%	47.4%	29.0%
Very Dissatisfied	26.8%	28.0%	27.1%	25.7%	19.3%	22.9%	25.2%	29.2%	26.3%	26.1%
 <u>Q1h. Overall quality of services provided by the City of Austin</u>										
Very Satisfied	14.2%	10.5%	12.4%	9.7%	10.4%	16.2%	10.9%	14.3%	0.0%	11.7%
Satisfied	45.9%	47.9%	46.1%	49.6%	48.8%	48.6%	48.6%	44.2%	42.1%	47.5%
Neutral	25.1%	28.2%	26.5%	27.0%	28.9%	21.0%	27.4%	25.4%	21.1%	26.9%
Dissatisfied	10.9%	10.4%	10.5%	10.4%	8.5%	10.5%	9.6%	12.1%	21.1%	10.3%
Very Dissatisfied	3.8%	3.0%	4.5%	3.2%	3.5%	3.8%	3.4%	4.1%	15.8%	3.7%

Appendix D - Crosstabular Data by Number of Claimed Dependents and Those Who Own vs. Rent Their Home

Q2. Overall Satisfaction with Major City Services (Without "Don't Know")

N=2060	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q2a. Overall quality of parks and recreation programs and facilities</u>										
Very Satisfied	25.3%	23.8%	22.3%	19.9%	24.2%	28.3%	21.1%	29.6%	22.2%	23.2%
Satisfied	48.4%	50.6%	52.1%	52.8%	47.9%	47.2%	52.8%	44.6%	44.4%	50.7%
Neutral	19.2%	18.0%	18.8%	16.2%	20.1%	16.0%	18.2%	18.2%	22.2%	18.2%
Dissatisfied	4.9%	5.6%	4.5%	8.5%	6.7%	3.8%	5.5%	5.7%	5.6%	5.6%
Very Dissatisfied	2.2%	2.0%	2.3%	2.6%	1.0%	4.7%	2.3%	1.9%	5.6%	2.3%
<u>Q2b. Overall quality of City libraries</u>										
Very Satisfied	29.3%	25.3%	26.3%	21.9%	26.3%	28.9%	24.5%	30.3%	17.6%	25.8%
Satisfied	47.8%	47.1%	46.9%	41.7%	50.3%	47.4%	47.6%	43.5%	52.9%	46.7%
Neutral	16.6%	22.6%	22.4%	30.4%	16.2%	15.5%	22.2%	21.5%	17.6%	22.0%
Dissatisfied	3.8%	4.0%	3.5%	4.9%	5.6%	4.1%	4.2%	3.5%	11.8%	4.1%
Very Dissatisfied	2.5%	1.0%	1.0%	1.2%	1.7%	4.1%	1.5%	1.2%	0.0%	1.4%

Appendix D - Crosstabular Data by Number of Claimed Dependents and Those Who Own vs. Rent Their Home

Q2. Overall Satisfaction with Major City Services (Without "Don't Know")

N=2060	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q2c. Overall quality of public safety services</u>										
Very Satisfied	27.6%	23.9%	26.8%	24.0%	27.7%	28.4%	25.2%	27.9%	21.1%	25.9%
Satisfied	46.4%	48.7%	50.9%	49.8%	48.7%	51.0%	50.6%	46.8%	31.6%	49.5%
Neutral	17.7%	20.8%	15.5%	21.0%	20.0%	16.7%	18.7%	17.2%	31.6%	18.4%
Dissatisfied	3.9%	3.6%	4.9%	3.7%	2.1%	0.0%	3.6%	4.0%	10.5%	3.8%
Very Dissatisfied	4.4%	2.9%	1.9%	1.5%	1.5%	3.9%	1.9%	4.0%	5.3%	2.4%
<u>Q2d. Overall quality of municipal court services (i.e. traffic, collection, fine collection)</u>										
Very Satisfied	11.6%	13.8%	9.3%	13.5%	12.6%	18.3%	10.8%	16.4%	6.3%	12.1%
Satisfied	39.0%	35.8%	41.6%	35.3%	45.0%	39.0%	41.1%	33.0%	37.5%	39.0%
Neutral	34.2%	35.8%	36.0%	40.0%	37.1%	29.3%	36.1%	35.5%	43.8%	36.1%
Dissatisfied	7.5%	9.6%	8.0%	7.0%	2.6%	8.5%	7.3%	9.0%	12.5%	7.8%
Very Dissatisfied	7.5%	5.1%	5.2%	4.2%	2.6%	4.9%	4.7%	6.1%	0.0%	5.0%

Appendix D - Crosstabular Data by Number of Claimed Dependents and Those Who Own vs. Rent Their Home

Q2. Overall Satisfaction with Major City Services (Without "Don't Know")

N=2060	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q2e. Overall quality of the Austin-Bergstrom International Airport</u>										
Very Satisfied	35.1%	30.7%	35.7%	31.1%	38.6%	39.6%	34.0%	34.7%	21.1%	34.1%
Satisfied	48.9%	49.8%	46.7%	49.8%	46.7%	43.8%	49.4%	44.2%	42.1%	48.1%
Neutral	12.1%	15.7%	14.1%	14.7%	12.2%	14.6%	13.7%	15.6%	26.3%	14.3%
Dissatisfied	3.4%	2.2%	3.0%	3.7%	2.5%	2.1%	2.4%	4.0%	10.5%	2.8%
Very Dissatisfied	0.6%	1.6%	0.5%	0.7%	0.0%	0.0%	0.5%	1.5%	0.0%	0.8%
<u>Q2f. Overall quality of drinking water provided by Austin Water Utility</u>										
Very Satisfied	38.7%	29.4%	33.0%	33.1%	34.5%	37.7%	33.8%	30.6%	26.3%	32.9%
Satisfied	38.7%	46.2%	46.4%	46.0%	41.5%	43.4%	45.9%	42.2%	42.1%	44.9%
Neutral	14.9%	16.6%	14.9%	15.8%	16.5%	13.2%	15.4%	16.0%	21.1%	15.6%
Dissatisfied	5.0%	4.9%	4.2%	3.6%	6.0%	3.8%	3.7%	7.1%	5.3%	4.5%
Very Dissatisfied	2.8%	3.0%	1.4%	1.4%	1.5%	1.9%	1.3%	4.1%	5.3%	2.0%

Appendix D - Crosstabular Data by Number of Claimed Dependents and Those Who Own vs. Rent Their Home

Q2. Overall Satisfaction with Major City Services (Without "Don't Know")

N=2060	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	

Q2g. Overall quality of wastewater services provided by Austin Water Utility

Very Satisfied	29.5%	22.2%	24.9%	25.5%	25.3%	23.8%	24.7%	25.2%	5.6%	24.6%
Satisfied	43.8%	48.1%	46.8%	43.2%	46.4%	48.6%	47.7%	42.8%	44.4%	46.5%
Neutral	17.6%	21.5%	21.1%	24.7%	22.7%	16.2%	20.6%	23.3%	27.8%	21.3%
Dissatisfied	7.4%	4.9%	4.7%	4.8%	4.6%	5.7%	4.9%	5.0%	16.7%	5.1%
Very Dissatisfied	1.7%	3.3%	2.5%	1.8%	1.0%	5.7%	2.2%	3.8%	5.6%	2.6%

Q2h. Overall quality of electric utility services provided by Austin Energy

Very Satisfied	26.0%	21.0%	23.6%	20.2%	20.0%	21.6%	22.7%	21.1%	5.6%	22.2%
Satisfied	44.6%	43.5%	46.2%	42.8%	48.3%	47.4%	45.8%	43.5%	33.3%	45.1%
Neutral	15.8%	23.8%	21.5%	23.0%	21.7%	19.6%	21.9%	20.9%	33.3%	21.7%
Dissatisfied	7.9%	6.2%	4.8%	8.6%	7.2%	3.1%	5.8%	6.6%	16.7%	6.1%
Very Dissatisfied	5.6%	5.6%	3.9%	5.4%	2.8%	8.2%	3.8%	7.8%	11.1%	4.9%

Appendix D - Crosstabular Data by Number of Claimed Dependents and Those Who Own vs. Rent Their Home

Q2. Overall Satisfaction with Major City Services (Without "Don't Know")

N=2060	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q2i. Overall maintenance of City streets and sidewalks</u>										
Very Satisfied	8.8%	8.5%	6.6%	6.8%	9.0%	13.9%	7.5%	9.9%	0.0%	8.0%
Satisfied	30.4%	28.3%	32.0%	30.6%	32.5%	30.6%	31.7%	27.1%	31.6%	30.6%
Neutral	26.0%	31.5%	29.0%	29.9%	33.5%	32.4%	30.9%	28.3%	15.8%	30.2%
Dissatisfied	23.2%	22.1%	20.5%	24.6%	18.5%	13.9%	20.8%	21.9%	36.8%	21.2%
Very Dissatisfied	11.6%	9.6%	12.0%	8.2%	6.5%	9.3%	9.1%	12.8%	15.8%	10.1%
<u>Q2j. Overall management of stormwater runoff</u>										
Very Satisfied	9.5%	10.7%	11.2%	9.7%	10.3%	15.3%	10.6%	11.9%	0.0%	10.8%
Satisfied	34.5%	34.8%	38.0%	39.4%	44.6%	46.9%	39.7%	34.3%	11.8%	38.1%
Neutral	37.5%	39.0%	33.2%	38.6%	35.3%	23.5%	34.9%	36.7%	70.6%	35.7%
Dissatisfied	11.9%	10.5%	12.0%	8.9%	7.6%	8.2%	10.1%	11.7%	11.8%	10.5%
Very Dissatisfied	6.5%	5.0%	5.6%	3.5%	2.2%	6.1%	4.8%	5.3%	5.9%	4.9%

Appendix D - Crosstabular Data by Number of Claimed Dependents and Those Who Own vs. Rent Their Home

Q2. Overall Satisfaction with Major City Services (Without "Don't Know")

N=2060	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	

Q2k. Overall effectiveness of communication by the City of Austin

Very Satisfied	12.0%	10.5%	10.1%	8.0%	7.2%	13.3%	9.0%	13.4%	0.0%	9.9%
Satisfied	36.0%	35.3%	35.8%	36.0%	42.3%	41.9%	37.7%	33.8%	27.8%	36.7%
Neutral	35.4%	40.6%	38.6%	42.5%	40.2%	29.5%	39.5%	36.6%	66.7%	39.1%
Dissatisfied	10.3%	8.8%	11.1%	10.2%	6.7%	8.6%	9.5%	10.4%	5.6%	9.7%
Very Dissatisfied	6.3%	4.9%	4.4%	3.3%	3.6%	6.7%	4.3%	5.7%	0.0%	4.6%

Q2l. Overall quality of health and human services provided by the City

Very Satisfied	17.1%	13.3%	11.5%	9.0%	16.2%	10.8%	11.0%	18.1%	0.0%	12.6%
Satisfied	36.8%	38.3%	37.3%	40.3%	36.4%	50.6%	39.3%	36.2%	38.9%	38.5%
Neutral	32.2%	37.0%	37.5%	41.6%	36.4%	22.9%	38.0%	31.8%	44.4%	36.6%
Dissatisfied	8.6%	8.5%	10.8%	5.9%	9.1%	7.2%	8.9%	8.9%	11.1%	8.9%
Very Dissatisfied	5.3%	2.8%	3.0%	3.2%	1.9%	8.4%	2.8%	5.0%	5.6%	3.4%

Appendix D - Crosstabular Data by Number of Claimed Dependents and Those Who Own vs. Rent Their Home

Q2. Overall Satisfaction with Major City Services (Without "Don't Know")

N=2060	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q2m. Overall quality of planning, development review, permitting and inspection services</u>										
Very Satisfied	6.6%	6.1%	4.9%	5.3%	4.2%	9.8%	3.9%	11.2%	0.0%	5.6%
Satisfied	21.7%	18.6%	18.6%	20.1%	23.2%	25.6%	19.9%	19.7%	23.5%	19.9%
Neutral	36.2%	38.9%	32.9%	34.8%	35.7%	26.8%	34.9%	36.2%	29.4%	35.1%
Dissatisfied	19.1%	21.1%	24.5%	25.8%	20.8%	11.0%	22.8%	19.5%	47.1%	22.3%
Very Dissatisfied	16.4%	15.2%	19.1%	13.9%	16.1%	26.8%	18.5%	13.5%	0.0%	17.1%
 <u>Q2n. Animal Services</u>										
Very Satisfied	19.1%	20.3%	15.2%	17.5%	20.9%	17.2%	15.9%	25.1%	5.9%	18.0%
Satisfied	44.4%	41.4%	42.3%	49.1%	37.4%	46.0%	44.1%	39.6%	29.4%	42.9%
Neutral	27.8%	31.2%	33.5%	28.2%	38.0%	29.9%	33.0%	27.8%	41.2%	31.8%
Dissatisfied	2.5%	3.8%	6.6%	4.3%	3.1%	2.3%	4.4%	4.5%	11.8%	4.5%
Very Dissatisfied	6.2%	3.4%	2.4%	0.9%	0.6%	4.6%	2.6%	3.0%	11.8%	2.8%

Appendix D - Crosstabular Data by Number of Claimed Dependents and Those Who Own vs. Rent Their Home

Q3. Which THREE of the items in Question #2 do you think are most important for the city to provide? (Sum of Top Three Choices)

N=2060	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
	<u>Q3. Sum of Top Three Choices</u>									
Overall quality of parks & recreation programs & facilities	16.8%	18.0%	18.4%	22.0%	25.7%	20.2%	18.1%	23.8%	15.8%	19.5%
Overall quality of City libraries	8.2%	7.0%	8.3%	5.3%	8.4%	8.3%	7.2%	8.2%	15.8%	7.5%
Overall quality of public safety services	46.2%	52.1%	56.6%	55.3%	54.0%	44.0%	54.6%	49.1%	57.9%	53.3%
Overall quality of municipal court services	7.6%	4.6%	4.0%	6.7%	3.5%	2.8%	4.5%	5.2%	10.5%	4.8%
Overall quality of the Austin-Bergstrom International Airport	6.0%	5.2%	5.8%	4.3%	6.4%	1.8%	4.9%	5.8%	21.1%	5.3%
Overall quality of drinking water provided by Austin Water Utility	33.7%	38.0%	38.4%	37.2%	40.1%	32.1%	39.2%	32.3%	42.1%	37.5%
Overall quality of wastewater services provided by Austin Water Utility	9.8%	7.2%	8.3%	4.3%	5.9%	8.3%	7.1%	7.8%	10.5%	7.3%

Appendix D - Crosstabular Data by Number of Claimed Dependents and Those Who Own vs. Rent Their Home

Q3. Which THREE of the items in Question #2 do you think are most important for the city to provide? (Sum of Top Three Choices) (cont.)

N=2060	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
	<u>Q3. Sum of Top Three Choices (Cont.)</u>									
Overall quality of electric utility services provided by Austin Energy	23.9%	27.5%	21.3%	23.4%	21.8%	22.0%	23.6%	23.8%	26.3%	23.6%
Overall maintenance of City streets & sidewalks	37.0%	34.2%	33.4%	36.2%	35.1%	30.3%	34.4%	34.3%	31.6%	34.3%
Overall management of stormwater runoff	4.9%	6.0%	7.8%	6.0%	2.5%	7.3%	6.0%	7.0%	5.3%	6.3%
Overall effectiveness of communication by the City of Austin	8.2%	7.9%	7.3%	6.0%	4.5%	7.3%	7.0%	7.2%	10.5%	7.1%
Overall quality of health & human services provided by the City	19.6%	24.9%	17.4%	20.6%	18.8%	20.2%	19.0%	25.0%	15.8%	20.4%
Overall quality of planning, development review, permitting and inspection services	23.9%	19.9%	22.1%	22.7%	22.3%	23.9%	22.9%	18.6%	21.1%	21.8%
Animal Services	4.9%	8.1%	5.0%	3.5%	3.5%	10.1%	5.7%	6.2%	0.0%	5.8%
None chosen	22.3%	14.3%	18.5%	18.4%	19.8%	24.8%	17.9%	19.4%	5.3%	18.1%

Appendix D - Crosstabular Data by Number of Claimed Dependents and Those Who Own vs. Rent Their Home

Q4. Feeling of Safety (Without "Don't Know")

N=2060	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q4a. I feel safe in my neighborhood during the day</u>										
Strongly Agree	46.2%	47.1%	50.7%	50.2%	55.7%	50.9%	50.2%	49.3%	22.2%	49.7%
Agree	41.8%	43.6%	39.8%	37.3%	40.8%	34.3%	40.7%	38.8%	66.7%	40.5%
Neutral	4.9%	5.4%	6.0%	8.6%	2.5%	11.1%	5.8%	6.8%	5.6%	6.0%
Disagree	5.5%	3.1%	2.6%	2.9%	0.5%	1.9%	2.4%	4.2%	0.0%	2.8%
Strongly Disagree	1.6%	0.9%	0.9%	1.1%	0.5%	1.9%	1.0%	0.8%	5.6%	1.0%
<u>Q4b. I feel safe in my neighborhood at night</u>										
Strongly Agree	27.6%	29.1%	32.5%	35.1%	34.8%	34.3%	32.7%	29.6%	11.1%	31.8%
Agree	44.2%	41.6%	43.5%	40.1%	46.8%	43.5%	44.0%	38.9%	55.6%	42.9%
Neutral	10.5%	17.2%	12.8%	13.3%	12.4%	13.0%	13.4%	15.1%	22.2%	13.9%
Disagree	12.2%	9.2%	7.6%	7.9%	4.0%	5.6%	6.7%	12.3%	5.6%	8.0%
Strongly Disagree	5.5%	2.9%	3.6%	3.6%	2.0%	3.7%	3.2%	4.0%	5.6%	3.4%

Appendix D - Crosstabular Data by Number of Claimed Dependents and Those Who Own vs. Rent Their Home

Q4. Feeling of Safety (Without "Don't Know")

N=2060	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q4c. I feel safe in City parks</u>										
Strongly Agree	15.5%	19.8%	18.8%	20.5%	17.4%	18.3%	17.6%	23.1%	6.3%	18.9%
Agree	42.3%	45.8%	44.7%	45.5%	50.8%	47.1%	46.3%	43.7%	50.0%	45.7%
Neutral	28.6%	22.7%	26.4%	25.4%	25.6%	24.0%	26.1%	22.5%	25.0%	25.2%
Disagree	11.3%	8.8%	6.9%	6.3%	5.1%	7.7%	7.5%	7.9%	6.3%	7.6%
Strongly Disagree	2.4%	2.9%	3.1%	2.2%	1.0%	2.9%	2.5%	2.8%	12.5%	2.7%
<u>Q4d. I feel safe walking alone downtown during the day</u>										
Strongly Agree	36.2%	33.6%	35.0%	31.8%	38.7%	38.8%	33.8%	38.8%	17.6%	34.9%
Agree	31.6%	43.0%	41.4%	49.2%	45.2%	39.8%	43.6%	38.1%	47.1%	42.3%
Neutral	20.9%	14.4%	14.6%	12.5%	11.6%	6.8%	14.3%	13.7%	11.8%	14.1%
Disagree	5.6%	6.5%	6.5%	4.5%	4.0%	10.7%	6.0%	6.2%	11.8%	6.1%
Strongly Disagree	5.6%	2.6%	2.5%	1.9%	0.5%	3.9%	2.3%	3.2%	11.8%	2.6%

Appendix D - Crosstabular Data by Number of Claimed Dependents and Those Who Own vs. Rent Their Home

Q4. Feeling of Safety (Without "Don't Know")

N=2060	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q4e. I feel safe walking alone downtown at night</u>										
Strongly Agree	8.9%	7.4%	6.8%	5.9%	8.9%	13.3%	7.3%	8.7%	0.0%	7.6%
Agree	22.6%	20.5%	20.0%	20.1%	23.0%	18.4%	20.4%	21.6%	12.5%	20.6%
Neutral	19.0%	25.1%	28.1%	28.7%	31.9%	29.6%	27.4%	25.4%	37.5%	27.0%
Disagree	27.4%	30.6%	28.4%	30.7%	22.5%	24.5%	29.0%	27.2%	12.5%	28.4%
Strongly Disagree	22.0%	16.4%	16.7%	14.6%	13.6%	14.3%	15.8%	17.1%	37.5%	16.3%

Appendix D - Crosstabular Data by Number of Claimed Dependents and Those Who Own vs. Rent Their Home

Q5. Maintenance and Appearance of the City (Without "Don't Know")

N=2060	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q5a. Condition of major City streets</u>										
Very Satisfied	8.9%	7.4%	5.7%	7.8%	13.0%	10.2%	7.4%	8.7%	5.6%	7.7%
Satisfied	34.4%	38.7%	40.4%	40.6%	38.5%	46.3%	40.5%	37.2%	22.2%	39.6%
Neutral	22.2%	25.4%	24.8%	24.9%	26.0%	27.8%	25.5%	23.1%	38.9%	25.0%
Dissatisfied	26.1%	21.7%	21.6%	19.6%	19.0%	13.9%	19.9%	24.3%	33.3%	21.1%
Very Dissatisfied	8.3%	6.8%	7.5%	7.1%	3.5%	1.9%	6.7%	6.7%	0.0%	6.7%
<u>Q5b. Condition of streets in your neighborhood</u>										
Very Satisfied	18.1%	12.7%	13.3%	12.4%	16.5%	18.5%	14.4%	13.1%	5.6%	14.0%
Satisfied	38.5%	43.3%	44.4%	45.4%	49.5%	46.3%	46.4%	37.9%	44.4%	44.3%
Neutral	17.0%	19.7%	19.8%	19.9%	17.0%	21.3%	18.3%	22.6%	16.7%	19.3%
Dissatisfied	17.0%	19.5%	16.7%	16.7%	13.5%	10.2%	15.7%	20.0%	27.8%	16.9%
Very Dissatisfied	9.3%	4.9%	5.8%	5.7%	3.5%	3.7%	5.2%	6.5%	5.6%	5.5%

Appendix D - Crosstabular Data by Number of Claimed Dependents and Those Who Own vs. Rent Their Home

Q5. Maintenance and Appearance of the City (Without "Don't Know")

N=2060	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q5c. Condition of sidewalks in your neighborhood</u>										
Very Satisfied	13.9%	11.0%	12.5%	11.9%	16.5%	16.8%	13.0%	12.6%	0.0%	12.8%
Satisfied	34.7%	35.4%	37.8%	34.6%	37.1%	32.7%	37.2%	32.4%	38.9%	36.1%
Neutral	18.5%	22.2%	22.4%	23.4%	17.0%	27.1%	21.9%	21.9%	22.2%	21.9%
Dissatisfied	17.3%	19.1%	16.7%	20.8%	20.6%	14.0%	17.4%	20.0%	33.3%	18.2%
Very Dissatisfied	15.6%	12.3%	10.6%	9.3%	8.8%	9.3%	10.5%	13.0%	5.6%	11.1%
<u>Q5d. Timing of traffic signals on City streets</u>										
Very Satisfied	6.9%	6.4%	5.3%	5.4%	8.1%	12.3%	5.5%	9.3%	0.0%	6.4%
Satisfied	33.9%	30.4%	35.8%	34.9%	35.9%	37.7%	34.4%	33.3%	27.8%	34.1%
Neutral	24.1%	27.6%	25.1%	25.5%	27.3%	26.4%	26.2%	25.3%	38.9%	26.1%
Dissatisfied	21.3%	21.9%	21.6%	20.5%	16.2%	13.2%	21.2%	18.5%	16.7%	20.5%
Very Dissatisfied	13.8%	13.6%	12.3%	13.7%	12.6%	10.4%	12.6%	13.6%	16.7%	12.9%

Appendix D - Crosstabular Data by Number of Claimed Dependents and Those Who Own vs. Rent Their Home

Q5. Maintenance and Appearance of the City (Without "Don't Know")

N=2060	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q5e. Traffic flow on major City streets</u>										
Very Satisfied	4.9%	2.3%	1.6%	2.2%	2.0%	3.8%	1.7%	4.3%	0.0%	2.3%
Satisfied	18.7%	12.9%	17.5%	12.9%	13.0%	11.3%	14.5%	16.2%	17.6%	14.9%
Neutral	15.4%	20.4%	18.7%	21.6%	25.5%	32.1%	21.3%	19.0%	11.8%	20.6%
Dissatisfied	31.3%	34.0%	33.2%	36.3%	32.0%	31.1%	34.4%	30.8%	29.4%	33.5%
Very Dissatisfied	29.7%	30.4%	29.0%	27.0%	27.5%	21.7%	28.1%	29.8%	41.2%	28.6%
 <u>Q5f. Pedestrian accessibility</u>										
Very Satisfied	8.7%	8.1%	7.3%	5.5%	9.3%	10.7%	7.2%	9.8%	0.0%	7.8%
Satisfied	29.7%	29.9%	33.5%	35.3%	37.6%	31.1%	34.1%	28.7%	22.2%	32.7%
Neutral	29.7%	31.7%	31.1%	32.7%	24.2%	30.1%	31.2%	28.5%	44.4%	30.6%
Dissatisfied	20.9%	21.2%	19.4%	21.0%	15.5%	17.5%	19.3%	21.4%	16.7%	19.8%
Very Dissatisfied	11.0%	9.2%	8.6%	5.5%	13.4%	10.7%	8.2%	11.7%	16.7%	9.1%

Appendix D - Crosstabular Data by Number of Claimed Dependents and Those Who Own vs. Rent Their Home

Q5. Maintenance and Appearance of the City (Without "Don't Know")

N=2060	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q5g. Bicycle accessibility</u>										
Very Satisfied	8.9%	10.4%	11.2%	9.5%	16.6%	12.6%	11.3%	11.2%	0.0%	11.2%
Satisfied	22.8%	27.5%	28.8%	30.4%	29.8%	35.9%	30.1%	24.2%	23.5%	28.7%
Neutral	35.4%	37.5%	35.5%	34.8%	30.4%	25.2%	34.7%	35.2%	35.3%	34.8%
Dissatisfied	15.8%	17.3%	13.9%	15.8%	15.5%	14.6%	14.5%	18.4%	23.5%	15.5%
Very Dissatisfied	17.1%	7.3%	10.6%	9.5%	7.7%	11.7%	9.4%	11.0%	17.6%	9.9%
<u>Q5h. Enforcement of local codes and ordinances</u>										
Very Satisfied	6.1%	6.5%	5.1%	7.3%	8.9%	7.3%	5.3%	9.9%	0.0%	6.4%
Satisfied	23.1%	26.2%	30.5%	28.9%	25.9%	40.6%	30.4%	23.2%	20.0%	28.6%
Neutral	46.3%	43.3%	37.0%	40.9%	39.2%	33.3%	39.8%	40.7%	46.7%	40.1%
Dissatisfied	12.2%	14.5%	15.8%	12.5%	20.3%	13.5%	15.3%	14.0%	13.3%	15.0%
Very Dissatisfied	12.2%	9.5%	11.6%	10.3%	5.7%	5.2%	9.2%	12.2%	20.0%	10.0%

Appendix D - Crosstabular Data by Number of Claimed Dependents and Those Who Own vs. Rent Their Home

Q6. Which THREE of the items listed above in Question #5 do you think are most important for the City to provide? (Sum of Top Three Choices)

N=2060	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q6. Sum of Top Three Choices</u>										
Condition of major City streets	53.3%	60.8%	59.9%	52.8%	64.9%	45.9%	60.0%	52.9%	68.4%	58.3%
Condition of streets in your neighborhood	31.0%	28.0%	28.5%	29.8%	32.2%	28.4%	29.4%	27.7%	42.1%	29.1%
Condition of sidewalks in your neighborhood	17.4%	17.4%	17.8%	16.0%	16.8%	22.9%	16.8%	19.4%	36.8%	17.6%
Timing of traffic signals on City streets	33.7%	33.0%	32.7%	33.0%	32.2%	23.9%	34.1%	27.7%	15.8%	32.4%
Traffic flow on major City streets	58.2%	64.3%	64.5%	63.1%	61.4%	56.9%	64.3%	58.9%	63.2%	63.0%
Pedestrian accessibility	26.6%	25.9%	20.8%	24.5%	23.8%	28.4%	22.1%	30.5%	5.3%	24.0%
Bicycle accessibility	16.3%	17.4%	16.7%	14.2%	15.8%	20.2%	15.5%	20.2%	10.5%	16.6%
Enforcement of local codes & ordinances	23.4%	18.2%	23.4%	19.9%	17.8%	19.3%	21.0%	19.0%	36.8%	20.7%
None chosen	18.5%	12.9%	14.7%	17.4%	12.9%	24.8%	14.7%	17.4%	5.3%	15.2%

Appendix D - Crosstabular Data by Number of Claimed Dependents and Those Who Own vs. Rent Their Home

Q7. Public Safety Services: Police Services (Without "Don't Know")

N=2060	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q7a. Overall quality of police services</u>										
Very Satisfied	20.8%	20.1%	25.1%	22.0%	25.7%	23.1%	23.0%	22.9%	5.6%	22.8%
Satisfied	44.6%	49.1%	49.5%	50.7%	50.3%	53.8%	51.0%	44.3%	55.6%	49.5%
Neutral	20.2%	21.2%	18.0%	22.0%	18.7%	16.3%	19.0%	21.4%	22.2%	19.6%
Dissatisfied	9.5%	6.5%	4.5%	3.4%	4.8%	3.8%	4.6%	7.5%	5.6%	5.3%
Very Dissatisfied	4.8%	3.2%	2.9%	1.9%	0.5%	2.9%	2.3%	3.9%	11.1%	2.8%
<u>Q7b. Speed of emergency police response</u>										
Very Satisfied	21.5%	22.9%	26.6%	21.0%	31.8%	23.5%	23.4%	29.0%	7.1%	24.6%
Satisfied	49.6%	41.9%	43.2%	43.8%	36.5%	39.5%	43.7%	38.6%	64.3%	42.6%
Neutral	19.3%	26.5%	21.3%	25.9%	24.3%	21.0%	24.0%	22.5%	14.3%	23.5%
Dissatisfied	8.1%	6.3%	6.2%	6.3%	6.8%	8.6%	6.6%	6.3%	14.3%	6.6%
Very Dissatisfied	1.5%	2.5%	2.6%	3.1%	0.7%	7.4%	2.3%	3.7%	0.0%	2.6%

Appendix D - Crosstabular Data by Number of Claimed Dependents and Those Who Own vs. Rent Their Home

Q7. Public Safety Services: Police Services (Without "Don't Know")

N=2060	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q7c. Enforcement of local traffic laws</u>										
Very Satisfied	15.2%	11.8%	12.8%	9.6%	17.4%	12.5%	12.0%	15.4%	0.0%	12.7%
Satisfied	38.0%	34.9%	41.5%	41.1%	37.1%	51.9%	41.2%	33.6%	53.3%	39.5%
Neutral	31.6%	35.5%	28.5%	31.1%	29.2%	20.2%	30.1%	32.5%	33.3%	30.7%
Dissatisfied	10.8%	13.7%	12.6%	13.3%	13.5%	11.5%	12.8%	13.1%	13.3%	12.9%
Very Dissatisfied	4.4%	4.2%	4.5%	4.8%	2.8%	3.8%	4.0%	5.3%	0.0%	4.3%
<u>Q7d. Overall quality of fire services</u>										
Very Satisfied	41.8%	34.0%	38.3%	38.9%	39.7%	38.2%	36.8%	40.6%	23.1%	37.6%
Satisfied	43.3%	49.3%	49.6%	46.3%	48.3%	52.8%	50.1%	43.4%	61.5%	48.6%
Neutral	13.5%	15.5%	11.5%	13.5%	11.3%	7.9%	12.3%	14.7%	7.7%	12.9%
Dissatisfied	1.4%	0.7%	0.4%	1.3%	0.7%	0.0%	0.5%	1.0%	7.7%	0.7%
Very Dissatisfied	0.0%	0.5%	0.2%	0.0%	0.0%	1.1%	0.2%	0.3%	0.0%	0.2%

Appendix D - Crosstabular Data by Number of Claimed Dependents and Those Who Own vs. Rent Their Home

Q7. Public Safety Services: Fire and Emergency Medical Services (EMS) (Without "Don't Know")

N=2060	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q7e. Timeliness of Fire response to emergency location</u>										
Very Satisfied	38.9%	38.2%	41.7%	42.5%	43.5%	44.2%	39.3%	46.7%	16.7%	40.9%
Satisfied	42.1%	43.8%	44.3%	40.7%	44.3%	45.5%	45.0%	37.8%	75.0%	43.5%
Neutral	17.5%	17.0%	13.1%	15.4%	11.5%	9.1%	15.0%	13.6%	8.3%	14.6%
Dissatisfied	1.6%	0.5%	0.6%	1.4%	0.8%	0.0%	0.5%	1.7%	0.0%	0.8%
Very Dissatisfied	0.0%	0.5%	0.2%	0.0%	0.0%	1.3%	0.3%	0.3%	0.0%	0.3%
<u>Q7f. Medical assistance provided by EMS</u>										
Very Satisfied	42.0%	38.9%	41.4%	37.7%	42.8%	36.6%	38.4%	46.1%	14.3%	40.1%
Satisfied	42.8%	43.0%	44.3%	43.9%	46.4%	52.4%	46.3%	37.1%	78.6%	44.4%
Neutral	13.0%	15.6%	13.4%	16.1%	10.1%	11.0%	14.0%	14.1%	7.1%	13.9%
Dissatisfied	2.2%	1.6%	0.6%	2.2%	0.0%	0.0%	1.0%	1.9%	0.0%	1.2%
Very Dissatisfied	0.0%	0.9%	0.4%	0.0%	0.7%	0.0%	0.3%	0.8%	0.0%	0.5%

Appendix D - Crosstabular Data by Number of Claimed Dependents and Those Who Own vs. Rent Their Home

Q7. Public Safety Services: Fire and Emergency Medical Services (EMS) (Without "Don't Know")

N=2060	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q7g. Timeliness of EMS response to emergency location</u>										
Very Satisfied	40.7%	39.1%	42.8%	37.4%	47.0%	36.8%	39.0%	47.3%	21.4%	40.9%
Satisfied	43.7%	41.0%	43.4%	44.3%	42.4%	50.0%	45.2%	35.8%	71.4%	43.1%
Neutral	14.1%	17.1%	13.2%	17.4%	9.8%	11.8%	14.8%	14.5%	7.1%	14.6%
Dissatisfied	1.5%	1.6%	0.6%	0.9%	0.0%	1.3%	0.7%	1.9%	0.0%	1.0%
Very Dissatisfied	0.0%	1.2%	0.0%	0.0%	0.8%	0.0%	0.4%	0.5%	0.0%	0.4%

Appendix D - Crosstabular Data by Number of Claimed Dependents and Those Who Own vs. Rent Their Home

Q8. Which TWO of the public safety services listed above in Question #7 do you think are most important for the City to provide? (Sum of Top Two Choices)

N=2060	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q8. Sum of Top Two Choices</u>										
Overall quality of police services	39.1%	44.5%	46.6%	43.3%	43.1%	40.4%	44.4%	42.9%	68.4%	44.2%
Speed of emergency police response	33.2%	31.4%	31.1%	34.0%	36.6%	34.9%	32.6%	32.3%	31.6%	32.5%
Enforcement of local traffic laws	9.8%	9.1%	10.7%	9.6%	8.9%	15.6%	9.9%	10.6%	10.5%	10.1%
Overall quality of fire services	21.2%	23.0%	23.5%	22.0%	20.8%	21.1%	23.2%	20.8%	21.1%	22.6%
Timeliness of Fire response to emergency location	19.6%	23.2%	21.7%	22.7%	27.7%	21.1%	23.1%	21.4%	21.1%	22.6%
Medical assistance provided by EMS	17.4%	20.4%	18.0%	15.6%	17.8%	15.6%	17.6%	20.0%	15.8%	18.2%
Timeliness of EMS response to emergency location	27.2%	22.9%	20.5%	24.5%	20.3%	21.1%	21.8%	24.6%	10.5%	22.3%
None chosen	18.5%	13.1%	15.7%	15.6%	13.4%	17.4%	15.5%	14.0%	10.5%	15.0%

Appendix D - Crosstabular Data by Number of Claimed Dependents and Those Who Own vs. Rent Their Home

Q9. Environmental Services (Without (Don't Know))

N=2060	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q9a. Water and wastewater utility response time to emergencies</u>										
Very Satisfied	12.3%	13.3%	14.0%	15.1%	18.1%	16.7%	13.2%	18.1%	7.7%	14.3%
Satisfied	38.5%	42.8%	43.4%	42.2%	44.0%	44.4%	44.3%	38.4%	23.1%	42.7%
Neutral	39.3%	35.1%	32.8%	32.7%	28.4%	31.9%	32.9%	34.7%	61.5%	33.6%
Dissatisfied	6.6%	6.9%	7.6%	5.5%	6.9%	5.6%	7.1%	6.3%	0.0%	6.9%
Very Dissatisfied	3.3%	1.9%	2.1%	4.5%	2.6%	1.4%	2.4%	2.5%	7.7%	2.5%
<u>Q9b. Water Conservation programs within Austin</u>										
Very Satisfied	14.6%	14.2%	13.0%	17.6%	17.8%	15.3%	14.5%	15.9%	5.9%	14.7%
Satisfied	44.4%	39.5%	46.0%	43.9%	47.2%	48.0%	44.8%	42.3%	23.5%	44.0%
Neutral	28.5%	31.5%	26.5%	24.4%	21.1%	26.5%	26.3%	28.7%	58.8%	27.2%
Dissatisfied	7.9%	11.0%	10.8%	10.3%	11.1%	6.1%	10.5%	10.0%	5.9%	10.3%
Very Dissatisfied	4.6%	3.8%	3.7%	3.8%	2.8%	4.1%	3.9%	3.1%	5.9%	3.7%

Appendix D - Crosstabular Data by Number of Claimed Dependents and Those Who Own vs. Rent Their Home

Q9. Environmental Services (Without (Don't Know))

N=2060	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q9c. Energy Conservation program</u>										
Very Satisfied	13.6%	14.0%	14.2%	16.6%	16.9%	16.3%	14.7%	15.4%	6.3%	14.8%
Satisfied	44.9%	40.7%	43.3%	42.5%	43.6%	50.0%	43.5%	41.7%	31.3%	43.0%
Neutral	28.6%	31.5%	27.2%	28.7%	25.6%	22.8%	28.5%	26.7%	56.3%	28.3%
Dissatisfied	4.8%	10.7%	11.6%	7.7%	9.9%	7.6%	10.0%	9.8%	0.0%	9.9%
Very Dissatisfied	8.2%	3.1%	3.7%	4.5%	4.1%	3.3%	3.3%	6.4%	6.3%	4.0%
 <u>Q9d. The water quality of lakes and streams</u>										
Very Satisfied	10.7%	11.2%	12.4%	12.4%	14.5%	10.9%	11.8%	13.3%	0.0%	12.1%
Satisfied	45.0%	42.2%	45.8%	45.3%	45.8%	47.8%	45.8%	41.4%	47.1%	44.8%
Neutral	28.2%	32.5%	32.3%	29.5%	30.2%	33.7%	31.9%	30.0%	29.4%	31.5%
Dissatisfied	9.4%	10.4%	8.0%	9.7%	8.4%	6.5%	8.3%	11.1%	11.8%	9.0%
Very Dissatisfied	6.7%	3.6%	1.5%	3.1%	1.1%	1.1%	2.2%	4.1%	11.8%	2.7%

Appendix D - Crosstabular Data by Number of Claimed Dependents and Those Who Own vs. Rent Their Home

Q9. Environmental Services (Without (Don't Know))

N=2060	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q9e. Flood control efforts</u>										
Very Satisfied	8.1%	10.4%	8.4%	10.9%	12.2%	11.1%	9.1%	12.6%	0.0%	9.8%
Satisfied	39.6%	31.4%	39.9%	36.7%	44.2%	45.6%	39.5%	32.7%	29.4%	37.8%
Neutral	34.9%	38.6%	29.7%	36.3%	29.1%	30.0%	32.4%	36.7%	41.2%	33.5%
Dissatisfied	10.1%	14.5%	16.3%	11.3%	14.0%	6.7%	14.2%	12.6%	17.6%	13.8%
Very Dissatisfied	7.4%	5.1%	5.8%	4.7%	0.6%	6.7%	4.9%	5.5%	11.8%	5.1%

Appendix D - Crosstabular Data by Number of Claimed Dependents and Those Who Own vs. Rent Their Home

Q10. Which TWO of the environmental services listed above in Question #9 do you think are most important for the City to provide? (Sum of Top Two Choices)

N=2060	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q10. Sum of Top Two Choices</u>										
Water & wastewater utility response time to emergencies	33.7%	28.0%	33.2%	31.6%	31.7%	23.9%	31.8%	27.1%	57.9%	30.9%
Water Conservation programs within Austin	30.4%	41.6%	40.8%	38.7%	44.6%	38.5%	39.7%	41.3%	36.8%	40.0%
Energy Conservation program	27.2%	33.2%	28.4%	30.1%	28.7%	28.4%	29.5%	32.1%	5.3%	29.9%
The water quality of lakes & streams	32.1%	30.4%	32.7%	36.2%	37.1%	32.1%	33.2%	31.3%	47.4%	32.9%
Flood control efforts	38.6%	34.7%	33.8%	27.7%	32.2%	38.5%	34.2%	32.1%	42.1%	33.7%
None chosen	21.2%	17.0%	17.4%	19.5%	13.9%	22.0%	17.5%	19.4%	5.3%	17.8%

Appendix D - Crosstabular Data by Number of Claimed Dependents and Those Who Own vs. Rent Their Home

Q11. Recreation and Cultural Services (Without "Don't Know")

N=2060	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q11a. Number of City parks</u>										
Very Satisfied	24.3%	23.7%	24.3%	27.1%	25.5%	30.7%	24.4%	27.6%	5.9%	25.0%
Satisfied	49.1%	49.4%	46.8%	47.0%	47.4%	48.5%	48.9%	44.6%	58.8%	47.9%
Neutral	15.4%	17.4%	18.3%	18.0%	16.8%	10.9%	17.2%	16.7%	29.4%	17.2%
Dissatisfied	8.9%	7.3%	8.7%	6.8%	7.7%	8.9%	7.7%	8.9%	5.9%	8.0%
Very Dissatisfied	2.4%	2.1%	2.0%	1.1%	2.6%	1.0%	1.9%	2.2%	0.0%	2.0%
<u>Q11b. Number of walking/biking trails</u>										
Very Satisfied	23.5%	23.3%	23.5%	20.7%	25.9%	27.3%	23.4%	24.6%	5.9%	23.5%
Satisfied	50.0%	47.4%	42.9%	48.1%	40.9%	48.5%	46.2%	43.4%	52.9%	45.6%
Neutral	14.8%	18.9%	21.3%	22.6%	18.7%	11.1%	19.3%	19.7%	23.5%	19.4%
Dissatisfied	9.9%	8.7%	10.6%	7.1%	13.5%	10.1%	9.5%	10.4%	17.6%	9.8%
Very Dissatisfied	1.9%	1.7%	1.8%	1.5%	1.0%	3.0%	1.6%	2.0%	0.0%	1.7%

Appendix D - Crosstabular Data by Number of Claimed Dependents and Those Who Own vs. Rent Their Home

Q11. Recreation and Cultural Services (Without "Don't Know")

N=2060	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q11c. Appearance of park grounds in Austin</u>										
Very Satisfied	19.0%	20.8%	19.5%	16.2%	16.9%	19.6%	17.9%	23.1%	6.3%	19.1%
Satisfied	54.2%	51.7%	50.3%	54.1%	49.2%	53.9%	53.5%	45.5%	62.5%	51.6%
Neutral	17.3%	20.8%	20.1%	19.9%	20.5%	16.7%	19.6%	20.7%	18.8%	19.9%
Dissatisfied	6.5%	5.0%	7.7%	8.3%	11.3%	6.9%	6.9%	8.2%	12.5%	7.3%
Very Dissatisfied	3.0%	1.7%	2.3%	1.5%	2.1%	2.9%	2.0%	2.6%	0.0%	2.1%
<u>Q11d. Overall quality of parks and recreation programs offered by the Austin Parks Department</u>										
Very Satisfied	23.6%	19.7%	19.6%	20.7%	23.9%	27.1%	19.9%	24.9%	6.3%	21.0%
Satisfied	50.9%	51.2%	49.8%	45.0%	43.9%	49.0%	50.2%	44.5%	68.8%	49.0%
Neutral	18.0%	24.1%	23.5%	29.1%	26.7%	13.5%	23.8%	24.2%	6.3%	23.7%
Dissatisfied	5.0%	3.7%	6.1%	4.0%	5.0%	6.3%	4.9%	4.7%	18.8%	4.9%
Very Dissatisfied	2.5%	1.2%	1.0%	1.2%	0.6%	4.2%	1.3%	1.6%	0.0%	1.4%

Appendix D - Crosstabular Data by Number of Claimed Dependents and Those Who Own vs. Rent Their Home

Q11. Recreation and Cultural Services (Without "Don't Know")

N=2060	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q11e. Quality of youth athletic programs offered by the City</u>										
Very Satisfied	15.1%	16.3%	15.1%	11.0%	15.0%	17.6%	13.2%	20.5%	8.3%	14.9%
Satisfied	36.8%	32.9%	30.1%	40.7%	34.6%	45.9%	36.1%	30.2%	33.3%	34.7%
Neutral	36.8%	40.6%	42.0%	32.4%	38.6%	28.4%	38.3%	38.0%	50.0%	38.3%
Dissatisfied	11.3%	7.1%	9.3%	13.7%	9.4%	4.1%	9.9%	7.4%	8.3%	9.3%
Very Dissatisfied	0.0%	3.2%	3.5%	2.2%	2.4%	4.1%	2.5%	3.9%	0.0%	2.8%
<u>Q11f. Quality of adult athletic programs offered by the City</u>										
Very Satisfied	12.6%	14.1%	13.4%	10.2%	10.8%	10.6%	11.2%	17.3%	8.3%	12.6%
Satisfied	40.5%	34.5%	31.1%	31.3%	27.9%	43.9%	35.1%	28.1%	41.7%	33.5%
Neutral	36.0%	41.5%	41.3%	41.0%	47.7%	33.3%	41.4%	39.6%	41.7%	41.0%
Dissatisfied	9.0%	6.4%	10.7%	13.9%	10.8%	9.1%	10.0%	9.0%	8.3%	9.7%
Very Dissatisfied	1.8%	3.5%	3.6%	3.6%	2.7%	3.0%	2.4%	6.1%	0.0%	3.3%

Appendix D - Crosstabular Data by Number of Claimed Dependents and Those Who Own vs. Rent Their Home

Q11. Recreation and Cultural Services (Without "Don't Know")

N=2060	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q11g. Quality of outdoor athletic fields</u>										
Very Satisfied	9.1%	15.2%	12.5%	9.9%	11.9%	17.6%	11.8%	15.8%	8.3%	12.8%
Satisfied	47.0%	44.3%	41.4%	43.4%	46.4%	47.3%	45.8%	38.6%	33.3%	43.9%
Neutral	33.3%	34.8%	36.8%	37.7%	28.0%	24.2%	33.5%	36.4%	50.0%	34.3%
Dissatisfied	7.6%	3.2%	6.8%	7.1%	10.7%	6.6%	6.9%	5.0%	0.0%	6.4%
Very Dissatisfied	3.0%	2.5%	2.5%	1.9%	3.0%	4.4%	2.1%	4.2%	8.3%	2.6%
<u>Q11h. Safety in City parks and park facilities</u>										
Very Satisfied	10.9%	13.9%	12.0%	12.5%	16.3%	14.1%	11.7%	17.4%	7.7%	13.1%
Satisfied	42.3%	44.1%	42.4%	46.3%	51.1%	52.5%	45.9%	41.9%	38.5%	44.9%
Neutral	30.1%	31.7%	35.0%	28.6%	25.0%	24.2%	31.5%	29.6%	38.5%	31.1%
Dissatisfied	12.8%	8.1%	7.9%	10.6%	6.5%	8.1%	8.9%	7.9%	7.7%	8.6%
Very Dissatisfied	3.8%	2.3%	2.7%	2.0%	1.1%	1.0%	2.0%	3.2%	7.7%	2.3%

Appendix D - Crosstabular Data by Number of Claimed Dependents and Those Who Own vs. Rent Their Home

Q11. Recreation and Cultural Services (Without "Don't Know")

N=2060	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q11i. Overall satisfaction with City swimming pools</u>										
Very Satisfied	12.2%	16.7%	13.0%	16.2%	20.4%	15.4%	14.3%	18.8%	8.3%	15.3%
Satisfied	44.3%	38.4%	41.0%	37.3%	34.9%	50.5%	41.0%	37.1%	33.3%	40.0%
Neutral	24.4%	32.6%	33.5%	30.3%	27.0%	22.0%	31.7%	26.7%	33.3%	30.6%
Dissatisfied	15.3%	8.4%	9.6%	13.6%	15.1%	7.7%	10.2%	12.5%	25.0%	10.9%
Very Dissatisfied	3.8%	3.9%	2.9%	2.6%	2.6%	4.4%	2.8%	4.9%	0.0%	3.3%
<u>Q11j. Satisfaction with aquatic programs</u>										
Very Satisfied	12.5%	12.7%	12.8%	10.9%	14.9%	15.3%	11.6%	16.5%	10.0%	12.8%
Satisfied	43.8%	34.7%	33.2%	36.1%	36.0%	45.8%	37.5%	32.0%	30.0%	36.1%
Neutral	31.3%	43.7%	42.0%	40.4%	38.6%	27.8%	40.2%	39.2%	50.0%	40.0%
Dissatisfied	8.3%	5.0%	9.4%	10.9%	7.9%	4.2%	7.8%	7.9%	10.0%	7.9%
Very Dissatisfied	4.2%	4.0%	2.6%	1.6%	2.6%	6.9%	2.9%	4.3%	0.0%	3.2%

Appendix D - Crosstabular Data by Number of Claimed Dependents and Those Who Own vs. Rent Their Home

Q11. Recreation and Cultural Services (Without "Don't Know")

N=2060	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	

Q11k. Quality of facilities, such as picnic shelters and playgrounds, at City parks

Very Satisfied	10.6%	12.7%	10.6%	8.7%	11.9%	8.2%	10.0%	13.6%	16.7%	10.9%
Satisfied	51.1%	46.4%	42.3%	44.3%	38.4%	40.8%	44.2%	42.7%	50.0%	43.9%
Neutral	25.5%	31.6%	33.0%	30.8%	31.9%	36.7%	32.1%	30.8%	33.3%	31.8%
Dissatisfied	9.9%	7.4%	11.1%	14.2%	15.7%	9.2%	11.3%	9.8%	0.0%	10.8%
Very Dissatisfied	2.8%	1.9%	3.0%	2.0%	2.2%	5.1%	2.4%	3.1%	0.0%	2.6%

Q11l. Cleanliness of library facilities

Very Satisfied	25.9%	28.9%	27.3%	27.5%	29.8%	26.4%	27.5%	29.8%	13.3%	27.9%
Satisfied	56.6%	46.4%	49.2%	46.3%	54.4%	49.4%	49.7%	46.5%	80.0%	49.2%
Neutral	11.2%	21.3%	20.3%	22.3%	14.0%	20.7%	19.5%	19.6%	6.7%	19.4%
Dissatisfied	5.6%	2.7%	2.7%	3.5%	1.8%	0.0%	2.7%	3.4%	0.0%	2.8%
Very Dissatisfied	0.7%	0.7%	0.5%	0.4%	0.0%	3.4%	0.6%	0.8%	0.0%	0.7%

Appendix D - Crosstabular Data by Number of Claimed Dependents and Those Who Own vs. Rent Their Home

Q11. Recreation and Cultural Services (Without "Don't Know")

N=2060	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q11m. Library programs</u>										
Very Satisfied	25.2%	23.4%	24.4%	22.4%	29.0%	25.9%	23.7%	27.4%	15.4%	24.5%
Satisfied	50.4%	45.3%	46.8%	46.8%	51.6%	48.1%	48.2%	44.2%	53.8%	47.3%
Neutral	19.7%	26.7%	24.6%	25.9%	12.3%	18.5%	23.4%	23.0%	23.1%	23.3%
Dissatisfied	3.1%	3.1%	3.5%	3.9%	6.5%	3.7%	3.9%	2.9%	7.7%	3.7%
Very Dissatisfied	1.6%	1.5%	0.6%	1.0%	0.6%	3.7%	0.8%	2.4%	0.0%	1.2%
<u>Q11n. Materials at libraries</u>										
Very Satisfied	23.9%	21.7%	23.9%	19.2%	27.1%	23.8%	22.1%	26.0%	14.3%	23.0%
Satisfied	50.7%	44.9%	46.8%	45.7%	47.1%	50.0%	47.8%	43.0%	50.0%	46.6%
Neutral	16.7%	25.9%	23.1%	26.5%	16.5%	16.7%	22.7%	22.8%	21.4%	22.7%
Dissatisfied	5.8%	5.5%	5.5%	7.3%	7.6%	7.1%	6.2%	5.3%	14.3%	6.1%
Very Dissatisfied	2.9%	2.1%	0.8%	1.4%	1.8%	2.4%	1.2%	2.9%	0.0%	1.6%

Appendix D - Crosstabular Data by Number of Claimed Dependents and Those Who Own vs. Rent Their Home

Q11. Recreation and Cultural Services (Without "Don't Know")

N=2060	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q11o. Library hours</u>										
Very Satisfied	23.4%	18.7%	17.9%	14.9%	22.8%	19.8%	18.0%	21.4%	20.0%	18.8%
Satisfied	43.8%	40.1%	46.4%	39.2%	42.7%	50.6%	44.6%	38.9%	40.0%	43.2%
Neutral	21.9%	29.5%	25.5%	33.8%	20.5%	19.8%	26.7%	26.2%	26.7%	26.6%
Dissatisfied	8.0%	8.8%	8.6%	9.5%	11.1%	6.2%	8.9%	8.6%	13.3%	8.8%
Very Dissatisfied	2.9%	3.0%	1.7%	2.7%	2.9%	3.7%	1.9%	4.9%	0.0%	2.5%

Appendix D - Crosstabular Data by Number of Claimed Dependents and Those Who Own vs. Rent Their Home

Q12. Which THREE of the recreation and cultural services listed above in Question #11 do you think are most important for the City to provide? (Sum of Top Three Choices)

N=2060	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q12. Sum of Top Three Choices</u>										
Number of City parks	22.3%	24.9%	23.8%	24.1%	29.2%	20.2%	24.9%	23.0%	21.1%	24.4%
Number of walking/biking trails	20.1%	21.8%	23.1%	18.4%	26.2%	17.4%	22.2%	20.4%	31.6%	21.8%
Appearance of park grounds in Austin	17.4%	16.7%	20.3%	18.4%	21.8%	12.8%	18.6%	18.4%	15.8%	18.5%
Quality of parks & recreation programs offered by the Austin Parks Department	28.3%	27.0%	26.5%	33.0%	24.8%	30.3%	27.6%	27.7%	36.8%	27.7%
Quality of youth athletic programs offered by the City	18.5%	16.0%	17.1%	18.1%	17.8%	14.7%	17.6%	14.8%	26.3%	17.0%
Quality of adult athletic programs offered by the City	8.2%	5.8%	7.0%	4.6%	5.9%	2.8%	6.2%	5.8%	5.3%	6.1%
Quality of outdoor athletic fields	4.9%	4.5%	4.4%	2.8%	6.4%	5.5%	4.4%	5.0%	5.3%	4.5%
Safety in City parks & park facilities	35.9%	42.6%	43.2%	42.6%	37.6%	32.1%	41.6%	40.3%	31.6%	41.2%

Appendix D - Crosstabular Data by Number of Claimed Dependents and Those Who Own vs. Rent Their Home

Q12. Which THREE of the recreation and cultural services listed above in Question #11 do you think are most important for the City to provide? (Sum of Top Three Choices) (cont.)

N=2060	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q12. Sum of Top Three Choices (Cont.)</u>										
Overall satisfaction with City swimming pools	16.8%	12.0%	13.0%	17.0%	16.3%	17.4%	13.8%	15.0%	21.1%	14.2%
Satisfaction with aquatic programs	3.8%	2.1%	2.6%	2.5%	2.5%	4.6%	2.4%	3.2%	5.3%	2.6%
Quality of facilities, such as picnic shelters & playgrounds, at City parks	16.3%	16.0%	17.8%	17.7%	13.4%	19.3%	16.6%	17.4%	21.1%	16.8%
Cleanliness of library facilities	4.3%	5.3%	3.6%	3.9%	5.0%	6.4%	4.8%	3.6%	0.0%	4.5%
Library programs	13.6%	19.1%	17.1%	10.6%	14.9%	17.4%	16.1%	17.0%	10.5%	16.3%
Materials at libraries	14.1%	15.6%	17.8%	17.4%	21.3%	15.6%	17.2%	16.6%	15.8%	17.0%
Library hours	7.1%	10.0%	9.7%	8.9%	10.4%	8.3%	9.5%	9.0%	10.5%	9.4%
None chosen	30.4%	24.7%	22.3%	27.0%	17.3%	36.7%	23.9%	27.3%	10.5%	24.6%

Appendix D - Crosstabular Data by Number of Claimed Dependents and Those Who Own vs. Rent Their Home

Q13. Residential and Neighborhood Services (Without "Don't Know")

N=2060	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q13a. Quality of residential garbage collection</u>										
Very Satisfied	33.1%	34.7%	39.2%	38.3%	37.2%	33.3%	38.4%	31.8%	31.6%	36.8%
Satisfied	54.1%	49.6%	45.6%	44.9%	50.0%	53.3%	48.8%	46.4%	47.4%	48.2%
Neutral	4.7%	9.4%	10.2%	11.7%	7.1%	10.5%	8.4%	12.4%	15.8%	9.4%
Dissatisfied	5.2%	5.0%	3.4%	3.6%	4.1%	2.9%	3.5%	5.9%	5.3%	4.1%
Very Dissatisfied	2.9%	1.3%	1.6%	1.5%	1.5%	0.0%	0.9%	3.5%	0.0%	1.5%
<u>Q13b. Quality of residential yard waste collection</u>										
Very Satisfied	24.2%	29.0%	32.4%	31.1%	31.4%	28.2%	31.3%	27.3%	16.7%	30.3%
Satisfied	55.3%	45.9%	42.5%	38.5%	47.1%	49.5%	44.8%	44.3%	55.6%	44.8%
Neutral	10.6%	15.1%	16.4%	19.6%	14.1%	15.5%	14.6%	19.4%	27.8%	15.8%
Dissatisfied	5.6%	8.4%	6.4%	8.5%	4.7%	5.8%	7.4%	5.7%	0.0%	7.0%
Very Dissatisfied	4.3%	1.6%	2.3%	2.2%	2.6%	1.0%	1.9%	3.3%	0.0%	2.2%

Appendix D - Crosstabular Data by Number of Claimed Dependents and Those Who Own vs. Rent Their Home

Q13. Residential and Neighborhood Services (Without "Don't Know")

N=2060	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q13c. Quality of residential curbside recycling services</u>										
Very Satisfied	31.7%	33.4%	41.3%	40.1%	38.8%	37.1%	39.4%	32.2%	31.6%	37.7%
Satisfied	55.7%	47.4%	42.8%	41.6%	45.4%	48.6%	46.2%	43.5%	42.1%	45.6%
Neutral	7.2%	12.1%	10.2%	12.4%	8.7%	7.6%	8.7%	16.1%	21.1%	10.5%
Dissatisfied	4.8%	4.7%	4.0%	4.4%	5.6%	5.7%	4.6%	4.5%	5.3%	4.6%
Very Dissatisfied	0.6%	2.4%	1.6%	1.5%	1.5%	1.0%	1.1%	3.6%	0.0%	1.7%
<u>Q13d. Household hazardous waste disposal service</u>										
Very Satisfied	15.4%	16.6%	17.9%	12.4%	14.2%	18.4%	15.3%	20.0%	11.8%	16.2%
Satisfied	41.5%	32.0%	34.0%	33.6%	30.5%	35.6%	35.3%	28.3%	35.3%	33.8%
Neutral	27.7%	30.6%	27.0%	26.1%	32.6%	24.1%	26.7%	34.2%	23.5%	28.2%
Dissatisfied	10.0%	13.7%	15.3%	21.7%	14.9%	17.2%	16.5%	11.1%	23.5%	15.4%
Very Dissatisfied	5.4%	7.1%	5.7%	6.2%	7.8%	4.6%	6.2%	6.5%	5.9%	6.3%

Appendix D - Crosstabular Data by Number of Claimed Dependents and Those Who Own vs. Rent Their Home

Q13. Residential and Neighborhood Services (Without "Don't Know")

N=2060	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q13e. Bulky item pick-up/removal services</u>										
Very Satisfied	22.3%	28.2%	32.0%	27.0%	27.6%	32.0%	30.0%	26.2%	15.8%	29.0%
Satisfied	52.9%	44.6%	44.2%	41.6%	44.9%	44.7%	45.9%	40.1%	57.9%	44.7%
Neutral	16.6%	17.3%	15.4%	19.5%	18.4%	15.5%	15.2%	22.5%	26.3%	16.9%
Dissatisfied	7.0%	7.3%	6.5%	9.4%	7.6%	4.9%	7.1%	7.7%	0.0%	7.2%
Very Dissatisfied	1.3%	2.6%	1.8%	2.6%	1.6%	2.9%	1.8%	3.5%	0.0%	2.2%
 <u>Q13f. Reliability of your electric service</u>										
Very Satisfied	39.4%	34.1%	40.5%	35.9%	37.7%	35.0%	37.6%	37.5%	16.7%	37.4%
Satisfied	46.3%	48.6%	44.0%	44.0%	47.5%	49.0%	47.5%	41.7%	50.0%	46.1%
Neutral	11.4%	11.9%	11.2%	13.5%	10.4%	9.0%	11.0%	12.6%	27.8%	11.5%
Dissatisfied	2.3%	3.8%	2.9%	5.0%	2.7%	5.0%	3.1%	4.6%	5.6%	3.5%
Very Dissatisfied	0.6%	1.6%	1.5%	1.5%	1.6%	2.0%	0.8%	3.6%	0.0%	1.5%

Appendix D - Crosstabular Data by Number of Claimed Dependents and Those Who Own vs. Rent Their Home

Q13. Residential and Neighborhood Services (Without "Don't Know")

N=2060	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q13g. Safety of your drinking water</u>										
Very Satisfied	35.1%	33.2%	40.2%	35.7%	38.5%	38.2%	37.8%	34.5%	21.1%	36.8%
Satisfied	42.3%	43.8%	42.4%	41.5%	43.8%	43.1%	43.8%	40.1%	36.8%	42.9%
Neutral	14.3%	15.2%	12.1%	19.5%	12.5%	12.7%	13.5%	15.7%	36.8%	14.3%
Dissatisfied	4.8%	5.3%	4.2%	1.5%	3.1%	3.9%	3.3%	6.7%	0.0%	4.1%
Very Dissatisfied	3.6%	2.5%	1.1%	1.8%	2.1%	2.0%	1.6%	3.0%	5.3%	2.0%
<u>Q13h. Cleanliness of City streets and public areas</u>										
Very Satisfied	15.0%	14.4%	14.9%	14.9%	16.0%	14.3%	14.6%	16.0%	5.3%	14.9%
Satisfied	45.7%	47.4%	50.1%	45.7%	55.5%	47.6%	49.6%	46.5%	42.1%	48.8%
Neutral	22.5%	24.5%	22.4%	24.6%	19.5%	26.7%	23.7%	21.6%	31.6%	23.3%
Dissatisfied	13.9%	9.4%	9.8%	12.7%	7.5%	9.5%	9.5%	12.2%	10.5%	10.2%
Very Dissatisfied	2.9%	4.3%	2.8%	2.2%	1.5%	1.9%	2.6%	3.7%	10.5%	3.0%

Appendix D - Crosstabular Data by Number of Claimed Dependents and Those Who Own vs. Rent Their Home

Q13. Residential and Neighborhood Services (Without "Don't Know")

N=2060	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q13i. Cleanliness of your neighborhood</u>										
Very Satisfied	25.7%	23.0%	23.0%	23.9%	30.7%	21.5%	24.5%	23.1%	15.8%	24.1%
Satisfied	43.4%	45.0%	49.3%	47.8%	48.2%	49.5%	48.8%	41.9%	63.2%	47.3%
Neutral	17.7%	16.5%	16.0%	14.1%	13.6%	15.9%	14.8%	19.2%	5.3%	15.8%
Dissatisfied	8.6%	11.5%	7.9%	9.8%	6.0%	10.3%	8.7%	10.7%	10.5%	9.2%
Very Dissatisfied	4.6%	4.1%	3.8%	4.3%	1.5%	2.8%	3.3%	5.0%	5.3%	3.7%
<u>Q13j. Code enforcement of weed lots, abandoned vehicles, graffiti and dilapidated buildings</u>										
Very Satisfied	14.9%	9.8%	8.2%	8.9%	14.5%	13.2%	8.6%	15.3%	5.6%	10.2%
Satisfied	31.8%	30.7%	31.4%	26.3%	34.9%	33.0%	33.4%	23.5%	27.8%	30.9%
Neutral	23.0%	29.2%	29.0%	36.4%	22.9%	26.4%	28.1%	31.1%	27.8%	28.8%
Dissatisfied	18.9%	20.3%	19.5%	19.1%	21.1%	18.7%	20.4%	17.5%	22.2%	19.7%
Very Dissatisfied	11.5%	10.0%	11.9%	9.3%	6.6%	8.8%	9.5%	12.6%	16.7%	10.3%

Appendix D - Crosstabular Data by Number of Claimed Dependents and Those Who Own vs. Rent Their Home

Q14. Which THREE of the residential and neighborhood services listed above in Question #13 do you think are most important for the City to provide?(Sum of Top Three Choices)

N=2060	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q14. Sum of Top Three Choices</u>										
Quality of residential garbage collection	37.5%	39.2%	38.8%	39.0%	41.1%	34.9%	39.4%	36.5%	57.9%	38.8%
Quality of residential yard waste collection	9.8%	6.5%	7.7%	7.4%	7.4%	6.4%	6.8%	9.0%	15.8%	7.4%
Quality of residential curbside recycling services	14.1%	18.0%	16.1%	18.8%	19.3%	11.9%	16.9%	16.8%	21.1%	16.9%
Household hazardous waste disposal service	10.9%	9.5%	9.7%	11.0%	14.9%	11.9%	10.8%	9.8%	5.3%	10.5%
Bulky item pick-up/removal services	7.6%	10.1%	11.0%	7.8%	10.9%	8.3%	10.6%	7.6%	5.3%	9.9%
Reliability of your electric service	35.9%	38.5%	42.1%	37.2%	36.6%	26.6%	38.4%	38.7%	42.1%	38.5%
Safety of your drinking water	58.2%	53.4%	57.2%	54.3%	52.5%	47.7%	55.3%	53.1%	68.4%	54.9%
Cleanliness of City streets & public areas	28.3%	30.2%	26.0%	30.5%	33.2%	35.8%	28.6%	30.9%	31.6%	29.2%
Cleanliness of your neighborhood	19.0%	16.7%	18.3%	18.4%	17.8%	23.9%	17.6%	19.6%	26.3%	18.2%

Appendix D - Crosstabular Data by Number of Claimed Dependents and Those Who Own vs. Rent Their Home

Q14. Which THREE of the residential and neighborhood services listed above in Question #13 do you think are most important for the City to provide?(Sum of Top Three Choices) (cont.)

N=2060	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	

Q14. Sum of Top Three Choices (Cont.)

Code enforcement of weed lots, abandoned vehicles, graffiti & dilapidated buildings	26.6%	27.0%	28.2%	25.5%	22.8%	27.5%	26.9%	26.5%	26.3%	26.8%
None chosen	25.5%	21.5%	19.1%	20.6%	19.8%	31.2%	21.8%	20.6%	0.0%	21.3%

Appendix D - Crosstabular Data by Number of Claimed Dependents and Those Who Own vs. Rent Their Home

Q15. Customer Service (Without "Don't Know")

N=2060	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q15a. Austin Energy customer service</u>										
Very Satisfied	27.2%	18.9%	21.3%	21.0%	18.4%	23.8%	20.0%	24.2%	12.5%	21.0%
Satisfied	46.8%	48.3%	47.0%	41.5%	49.7%	46.4%	49.1%	39.8%	43.8%	46.8%
Neutral	17.1%	21.1%	21.5%	25.3%	22.4%	19.0%	21.0%	21.8%	43.8%	21.4%
Dissatisfied	3.8%	7.8%	6.4%	7.4%	6.1%	3.6%	6.3%	7.4%	0.0%	6.5%
Very Dissatisfied	5.1%	3.8%	3.9%	4.8%	3.4%	7.1%	3.4%	6.7%	0.0%	4.2%
<u>Q15b. Water and wastewater utility customer service</u>										
Very Satisfied	22.1%	19.5%	20.1%	22.2%	16.8%	20.5%	19.3%	23.3%	12.5%	20.1%
Satisfied	47.4%	46.2%	46.5%	41.2%	51.6%	48.7%	48.6%	39.0%	37.5%	46.3%
Neutral	20.1%	25.7%	24.4%	28.0%	24.5%	21.8%	23.5%	28.4%	37.5%	24.8%
Dissatisfied	7.1%	6.0%	6.2%	3.7%	5.8%	3.8%	5.4%	6.4%	12.5%	5.7%
Very Dissatisfied	3.2%	2.7%	2.8%	4.9%	1.3%	5.1%	3.2%	2.9%	0.0%	3.1%

Appendix D - Crosstabular Data by Number of Claimed Dependents and Those Who Own vs. Rent Their Home

Q15. Customer Service (Without "Don't Know")

N=2060	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q15c. Helpfulness of library staff</u>										
Very Satisfied	39.4%	38.0%	42.6%	41.6%	48.8%	38.6%	41.8%	40.5%	26.7%	41.4%
Satisfied	38.0%	38.9%	39.0%	31.7%	35.4%	48.2%	37.6%	38.6%	46.7%	38.0%
Neutral	20.4%	21.2%	15.4%	24.0%	15.2%	8.4%	18.4%	17.5%	20.0%	18.2%
Dissatisfied	1.4%	1.4%	2.5%	1.8%	0.6%	4.8%	1.8%	2.2%	6.7%	1.9%
Very Dissatisfied	0.7%	0.5%	0.6%	0.9%	0.0%	0.0%	0.3%	1.1%	0.0%	0.5%
<u>Q15d. Overall quality of customer service provided by the City of Austin</u>										
Very Satisfied	17.2%	16.3%	18.1%	19.2%	15.5%	19.6%	16.6%	20.5%	6.3%	17.5%
Satisfied	46.0%	47.3%	48.0%	45.4%	50.8%	48.9%	48.8%	43.8%	43.8%	47.6%
Neutral	26.4%	28.3%	26.9%	27.3%	28.7%	23.9%	27.3%	26.7%	43.8%	27.3%
Dissatisfied	8.6%	5.4%	5.2%	5.4%	3.3%	5.4%	5.2%	6.2%	6.3%	5.4%
Very Dissatisfied	1.8%	2.7%	1.9%	2.7%	1.7%	2.2%	2.1%	2.7%	0.0%	2.2%

Appendix D - Crosstabular Data by Number of Claimed Dependents and Those Who Own vs. Rent Their Home

Q15. Customer Service (Without "Don't Know")

N=2060	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q15e. Services provided by the City's 3-1-1 assistance telephone number</u>										
Very Satisfied	34.7%	33.8%	31.7%	33.0%	33.1%	33.3%	32.8%	34.2%	16.7%	33.0%
Satisfied	43.8%	42.9%	43.2%	38.5%	43.0%	44.0%	43.7%	38.1%	61.1%	42.6%
Neutral	15.3%	16.2%	17.4%	20.8%	15.2%	9.5%	16.3%	18.4%	11.1%	16.7%
Dissatisfied	4.2%	6.0%	5.9%	5.9%	7.3%	8.3%	5.9%	6.2%	11.1%	6.0%
Very Dissatisfied	2.1%	1.1%	1.8%	1.8%	1.3%	4.8%	1.3%	3.1%	0.0%	1.7%
<u>Q15f. Review services for residential and commercial building plans</u>										
Very Satisfied	9.7%	8.6%	9.1%	9.0%	6.5%	16.1%	7.4%	15.2%	11.1%	9.1%
Satisfied	28.2%	22.1%	20.1%	19.9%	21.3%	33.9%	22.4%	21.3%	33.3%	22.2%
Neutral	34.0%	41.9%	35.5%	38.5%	38.0%	19.4%	36.7%	37.3%	44.4%	36.9%
Dissatisfied	12.6%	15.5%	20.6%	14.1%	16.7%	16.1%	17.2%	16.4%	11.1%	17.0%
Very Dissatisfied	15.5%	11.9%	14.6%	18.6%	17.6%	14.5%	16.4%	9.8%	0.0%	14.8%

Appendix D - Crosstabular Data by Number of Claimed Dependents and Those Who Own vs. Rent Their Home

Q16. Other City Services (Without "Don't Know")

N=2060	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q16a. Availability of affordable housing for low/moderate income families</u>										
Very Satisfied	9.1%	5.8%	4.5%	6.0%	9.7%	7.4%	4.8%	10.0%	0.0%	6.1%
Satisfied	12.6%	10.3%	14.6%	13.8%	16.0%	18.5%	13.8%	12.2%	7.1%	13.4%
Neutral	27.3%	23.6%	25.8%	25.2%	23.6%	23.5%	28.0%	15.9%	28.6%	24.9%
Dissatisfied	23.8%	29.8%	31.2%	27.1%	27.8%	23.5%	29.4%	26.8%	42.9%	28.9%
Very Dissatisfied	27.3%	30.5%	23.9%	28.0%	22.9%	27.2%	23.9%	35.1%	21.4%	26.8%
<u>Q16b. The City's efforts to offer financial literacy/homebuyer education</u>										
Very Satisfied	8.3%	5.6%	5.3%	8.5%	11.4%	8.3%	5.6%	10.6%	0.0%	6.8%
Satisfied	24.8%	13.7%	19.1%	22.6%	21.0%	26.7%	20.0%	16.4%	28.6%	19.2%
Neutral	35.8%	46.6%	40.6%	40.9%	40.0%	35.0%	44.1%	34.2%	28.6%	41.5%
Dissatisfied	15.6%	20.5%	23.9%	17.1%	23.8%	15.0%	20.4%	21.6%	28.6%	20.7%
Very Dissatisfied	15.6%	13.7%	11.1%	11.0%	3.8%	15.0%	9.9%	17.1%	14.3%	11.8%

Appendix D - Crosstabular Data by Number of Claimed Dependents and Those Who Own vs. Rent Their Home

Q16. Other City Services (Without "Don't Know")

N=2060	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q16c. City's effort to promote and assist small, minority and/or women-owned businesses</u>										
Very Satisfied	8.2%	5.8%	7.6%	9.7%	16.4%	9.2%	7.8%	10.4%	0.0%	8.4%
Satisfied	28.2%	22.8%	24.6%	28.6%	21.3%	40.0%	27.2%	20.1%	22.2%	25.5%
Neutral	31.8%	43.6%	39.2%	37.1%	38.5%	24.6%	39.4%	35.9%	55.6%	38.7%
Dissatisfied	17.3%	16.2%	19.9%	15.4%	19.7%	18.5%	17.2%	20.5%	0.0%	17.9%
Very Dissatisfied	14.5%	11.6%	8.7%	9.1%	4.1%	7.7%	8.4%	13.1%	22.2%	9.6%
 <u>Q16d. Shot for Tots and Big Shots program (immunizations)</u>										
Very Satisfied	26.2%	14.9%	15.6%	15.7%	23.6%	24.7%	16.4%	22.6%	0.0%	17.7%
Satisfied	39.8%	42.9%	38.7%	42.2%	39.6%	47.9%	43.5%	34.1%	40.0%	41.2%
Neutral	28.2%	36.0%	39.3%	33.7%	33.0%	17.8%	34.6%	34.1%	40.0%	34.5%
Dissatisfied	1.9%	3.6%	4.2%	5.4%	2.8%	2.7%	3.1%	5.9%	0.0%	3.8%
Very Dissatisfied	3.9%	2.6%	2.2%	3.0%	0.9%	6.8%	2.4%	3.3%	20.0%	2.8%

Appendix D - Crosstabular Data by Number of Claimed Dependents and Those Who Own vs. Rent Their Home

Q16. Other City Services (Without "Don't Know")

N=2060	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q16e. Food Safety Inspection program</u>										
Very Satisfied	17.3%	11.4%	12.8%	10.0%	14.8%	12.7%	11.0%	17.1%	8.3%	12.6%
Satisfied	36.5%	36.8%	32.5%	42.2%	41.7%	46.0%	38.2%	33.3%	50.0%	37.1%
Neutral	32.7%	43.0%	40.7%	36.1%	34.8%	27.0%	39.6%	37.1%	16.7%	38.7%
Dissatisfied	8.7%	6.4%	9.6%	9.4%	7.0%	11.1%	8.4%	8.3%	16.7%	8.4%
Very Dissatisfied	4.8%	2.3%	4.3%	2.2%	1.7%	3.2%	2.8%	4.1%	8.3%	3.2%
<u>Q16f. Neighborhood planning/zoning efforts</u>										
Very Satisfied	10.4%	5.3%	5.8%	6.8%	6.6%	9.5%	5.1%	10.7%	7.7%	6.5%
Satisfied	26.7%	27.9%	27.6%	24.9%	30.9%	38.1%	29.4%	23.7%	30.8%	28.1%
Neutral	31.1%	37.4%	36.1%	36.2%	32.9%	26.2%	34.2%	39.2%	15.4%	35.2%
Dissatisfied	19.3%	15.5%	18.1%	21.3%	21.7%	13.1%	18.5%	16.0%	30.8%	18.0%
Very Dissatisfied	12.6%	13.9%	12.3%	10.9%	7.9%	13.1%	12.7%	10.4%	15.4%	12.2%

Appendix D - Crosstabular Data by Number of Claimed Dependents and Those Who Own vs. Rent Their Home

Q16. Other City Services (Without "Don't Know")

N=2060	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q16g. Accessibility of municipal court services</u>										
Very Satisfied	14.4%	9.9%	9.4%	7.8%	10.6%	9.2%	8.1%	15.0%	8.3%	9.8%
Satisfied	43.2%	33.6%	33.4%	35.0%	38.2%	44.6%	37.4%	28.7%	66.7%	35.5%
Neutral	30.6%	43.7%	41.9%	45.0%	37.4%	30.8%	40.5%	43.6%	0.0%	40.9%
Dissatisfied	6.3%	9.1%	10.0%	10.0%	13.0%	9.2%	9.8%	9.3%	8.3%	9.7%
Very Dissatisfied	5.4%	3.7%	5.3%	2.2%	0.8%	6.2%	4.1%	3.4%	16.7%	4.1%
<u>Q16h. The City's efforts to support diversity by serving people equally regardless of their race, religion, ethnicity, age, or abilities</u>										
Very Satisfied	18.9%	14.1%	14.9%	16.7%	21.2%	17.6%	14.8%	20.2%	0.0%	16.0%
Satisfied	31.5%	33.9%	37.5%	34.2%	29.1%	32.9%	36.3%	28.4%	53.3%	34.5%
Neutral	25.2%	33.3%	29.6%	32.5%	33.8%	31.8%	30.6%	32.9%	26.7%	31.1%
Dissatisfied	13.3%	10.8%	11.1%	6.6%	9.9%	11.8%	10.8%	9.7%	6.7%	10.5%
Very Dissatisfied	11.2%	7.9%	6.8%	10.1%	6.0%	5.9%	7.5%	8.7%	13.3%	7.8%

Appendix D - Crosstabular Data by Number of Claimed Dependents and Those Who Own vs. Rent Their Home

Q17. Usage of City Services and Facilities: Please indicate if you did any of the following activities during the past 12 months by circling YES or NO

N=2060	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q17a. Have you visited an Austin City park?</u>										
Yes	87.0%	84.4%	86.7%	90.8%	93.1%	92.7%	88.2%	86.2%	68.4%	87.6%
No	13.0%	14.6%	12.8%	8.9%	6.4%	6.4%	11.2%	13.2%	26.3%	11.8%
Don't know	0.0%	1.0%	0.4%	0.4%	0.5%	0.9%	0.5%	0.6%	5.3%	0.6%
<u>Q17b. Have you participated in a City of Austin recreation program/event?</u>										
Yes	39.1%	38.1%	35.1%	49.6%	55.4%	50.5%	41.5%	41.1%	10.5%	41.1%
No	55.4%	58.8%	63.6%	48.2%	42.1%	46.8%	56.3%	56.1%	73.7%	56.4%
Don't know	5.4%	3.1%	1.3%	2.1%	2.5%	2.8%	2.2%	2.8%	15.8%	2.5%
<u>Q17c. Have you visited an Austin library facility?</u>										
Yes	72.3%	66.2%	72.8%	70.9%	83.2%	75.2%	73.2%	67.1%	73.7%	71.7%
No	27.2%	32.6%	26.4%	28.4%	14.9%	22.0%	25.6%	31.9%	21.1%	27.1%
Don't know	0.5%	1.2%	0.9%	0.7%	2.0%	2.8%	1.1%	1.0%	5.3%	1.1%

Appendix D - Crosstabular Data by Number of Claimed Dependents and Those Who Own vs. Rent Their Home

Q17. Usage of City Services and Facilities: Please indicate if you did any of the following activities during the past 12 months by circling YES or NO

N=2060	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q17d. Have you visited a City pool?</u>										
Yes	51.6%	49.5%	49.1%	64.2%	67.3%	64.2%	54.3%	54.3%	31.6%	54.1%
No	47.8%	49.5%	49.6%	34.4%	31.7%	34.9%	44.5%	44.9%	63.2%	44.8%
Don't know	0.5%	1.0%	1.3%	1.4%	1.0%	0.9%	1.2%	0.8%	5.3%	1.1%
<u>Q17e. Have you visited a City recreation center?</u>										
Yes	46.7%	40.9%	42.8%	54.6%	58.4%	50.9%	47.0%	44.3%	31.6%	46.2%
No	51.1%	57.0%	55.8%	43.6%	37.6%	46.3%	50.8%	54.3%	63.2%	51.8%
Don't know	2.2%	2.1%	1.4%	1.8%	4.0%	2.8%	2.2%	1.4%	5.3%	2.0%
<u>Q17f. Have you had contact with the City of Austin Municipal Court?</u>										
Yes	37.0%	36.8%	37.9%	36.5%	39.1%	26.6%	37.1%	36.1%	31.6%	36.8%
No	61.4%	61.2%	60.6%	61.0%	58.4%	72.5%	61.3%	61.3%	63.2%	61.3%
Don't know	1.6%	2.1%	1.4%	2.5%	2.5%	0.9%	1.6%	2.6%	5.3%	1.8%

Appendix D - Crosstabular Data by Number of Claimed Dependents and Those Who Own vs. Rent Their Home

Q17. Usage of City Services and Facilities: Please indicate if you did any of the following activities during the past 12 months by circling YES or NO

N=2060	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q17g. Have you had contact with the City for Code Enforcement?</u>										
Yes	24.5%	26.6%	27.8%	28.4%	27.2%	24.8%	29.0%	20.8%	36.8%	27.0%
No	72.8%	70.6%	69.3%	67.7%	69.3%	72.5%	68.4%	75.2%	52.6%	70.0%
Don't know	2.7%	2.7%	2.9%	3.9%	3.5%	2.8%	2.6%	4.0%	10.5%	3.0%
<u>Q17h. Have you visited the Austin-Bergstrom International Airport?</u>										
Yes	82.6%	82.5%	87.4%	85.1%	91.1%	83.5%	86.9%	80.6%	89.5%	85.4%
No	17.4%	16.8%	11.8%	14.5%	8.4%	15.6%	12.6%	18.6%	5.3%	14.0%
Don't know	0.0%	0.7%	0.7%	0.4%	0.5%	0.9%	0.5%	0.8%	5.3%	0.6%
<u>Q17i. Have you called 3-1-1?</u>										
Yes	64.1%	65.5%	68.3%	62.8%	65.8%	67.0%	67.0%	62.9%	73.7%	66.1%
No	34.8%	33.5%	30.8%	35.1%	32.7%	32.1%	31.9%	35.9%	21.1%	32.8%
Don't know	1.1%	1.0%	0.9%	2.1%	1.5%	0.9%	1.1%	1.2%	5.3%	1.2%

Appendix D - Crosstabular Data by Number of Claimed Dependents and Those Who Own vs. Rent Their Home

Q17. Usage of City Services and Facilities: Please indicate if you did any of the following activities during the past 12 months by circling YES or NO

N=2060	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q17j. Have you called 9-1-1?</u>										
Yes	42.9%	43.6%	39.9%	46.1%	39.6%	43.1%	40.8%	45.9%	57.9%	42.2%
No	54.9%	55.7%	59.1%	52.8%	58.4%	54.1%	58.0%	52.9%	36.8%	56.6%
Don't know	2.2%	0.7%	1.0%	1.1%	2.0%	2.8%	1.2%	1.2%	5.3%	1.2%
<u>Q17k. Have you had contact with the Austin Police Department?</u>										
Yes	56.0%	56.9%	59.2%	59.9%	58.9%	62.4%	57.9%	60.1%	63.2%	58.5%
No	42.9%	41.9%	39.8%	39.4%	39.6%	36.7%	41.2%	38.5%	26.3%	40.4%
Don't know	1.1%	1.2%	1.0%	0.7%	1.5%	0.9%	0.8%	1.4%	10.5%	1.1%
<u>Q17l. Have you had contact with the Austin Fire Department?</u>										
Yes	34.8%	27.4%	27.5%	33.8%	32.7%	29.4%	29.1%	30.9%	31.6%	29.6%
No	64.1%	71.1%	71.8%	65.1%	64.9%	67.9%	69.6%	67.5%	68.4%	69.1%
Don't know	1.1%	1.5%	0.7%	1.1%	2.5%	2.8%	1.2%	1.6%	0.0%	1.3%

Appendix D - Crosstabular Data by Number of Claimed Dependents and Those Who Own vs. Rent Their Home

Q17. Usage of City Services and Facilities: Please indicate if you did any of the following activities during the past 12 months by circling YES or NO

N=2060	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q17m. Have you had contact with the Emergency Medical Services Department?</u>										
Yes	35.3%	33.5%	30.8%	34.6%	32.7%	29.4%	31.9%	34.5%	42.1%	32.6%
No	63.6%	65.1%	67.9%	64.6%	64.9%	67.9%	67.0%	63.5%	52.6%	66.0%
Don't know	1.1%	1.4%	1.3%	0.7%	2.5%	2.8%	1.2%	2.0%	5.3%	1.4%
<u>Q17n. Does Austin Energy provide your electric service?</u>										
Yes	90.8%	93.3%	90.3%	87.6%	80.2%	81.7%	88.4%	92.4%	84.2%	89.4%
No	9.2%	4.5%	8.3%	11.3%	18.8%	16.5%	10.6%	4.8%	10.5%	9.2%
Don't know	0.0%	2.2%	1.4%	1.1%	1.0%	1.8%	1.0%	2.8%	5.3%	1.5%
<u>Q17o. Does the City of Austin collect garbage at your residence?</u>										
Yes	90.8%	89.5%	93.4%	94.7%	96.0%	95.4%	95.8%	82.6%	94.7%	92.6%
No	6.5%	5.8%	5.1%	4.3%	2.5%	3.7%	3.3%	10.4%	0.0%	5.0%
Don't know	2.7%	4.6%	1.4%	1.1%	1.5%	0.9%	0.8%	7.0%	5.3%	2.4%

Appendix D - Crosstabular Data by Number of Claimed Dependents and Those Who Own vs. Rent Their Home

Q17. Usage of City Services and Facilities: Please indicate if you receive services from the following organizations:

N=2060	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	
<u>Q17p. Does the City of Austin provide your home with water and wastewater services?</u>										
Yes	96.2%	94.7%	97.1%	97.2%	97.5%	97.2%	98.1%	91.2%	94.7%	96.4%
No	1.1%	1.9%	1.4%	1.8%	1.5%	1.8%	1.3%	2.6%	0.0%	1.6%
Don't know	2.7%	3.4%	1.4%	1.1%	1.0%	0.9%	0.6%	6.2%	5.3%	2.0%

Appendix D - Crosstabular Data by Number of Claimed Dependents and Those Who Own vs. Rent Their Home

Q18. Using a scale of 1 to 5, where 1 means "strongly disagree" and 5 means "strongly agree," please rate your level of agreement with the following statement: "Employees of the City of Austin are ethical in the way they conduct City business."

N=2060	Q21. How many dependents (including yourself) did your household claim on its most recent federal taxes?						Q26. Do you own or rent your home?			Total
	None	One	Two	Three	Four	Five or more	Own	Rent	Not provided	

Q18. Using a scale of 1 to 5, where 1 means "Strongly Disagree" and 5 means "Strongly Agree," please rate your level of agreement with the following statement: "Employees of the City of Austin are ethical in the way they conduct City business."

Strongly Disagree	5.6%	4.2%	3.4%	7.3%	4.0%	7.8%	4.8%	4.5%	0.0%	4.7%
Disagree	8.9%	6.3%	6.9%	6.5%	3.5%	6.9%	6.0%	8.4%	0.0%	6.6%
Neutral	24.4%	26.3%	20.8%	22.2%	18.2%	20.6%	22.2%	23.8%	26.3%	22.6%
Agree	32.8%	33.2%	37.0%	41.1%	37.9%	36.3%	37.6%	32.0%	26.3%	36.2%
Strongly Agree	11.1%	11.1%	15.2%	10.5%	17.7%	16.7%	13.4%	13.6%	5.3%	13.4%
Don't Know	17.2%	18.9%	16.7%	12.4%	18.7%	11.8%	16.1%	17.7%	42.1%	16.7%

2015 City of Austin Community Survey – *Appendix E: Cross-tabular Data by Age of Respondent and Income Level*

...helping organizations make better decisions since 1982

Submitted to the City of Austin, Texas by:

ETC Institute
725 W. Frontier Lane,
Olathe, Kansas
66061

January 2016



Q1. Perceptions of the Community (Without "Don't Know")

N=2060	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34	35-44	45-54	55-64	65+	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
	years	years	years	years	years							
<u>Q1a. The City of Austin as a place to live</u>												
Very Satisfied	39.3%	37.5%	32.6%	37.9%	35.0%	40.3%	34.0%	33.6%	34.0%	36.7%	43.3%	36.5%
Satisfied	46.0%	42.6%	48.4%	42.2%	43.1%	36.4%	35.8%	43.9%	48.1%	49.6%	45.2%	44.5%
Neutral	10.6%	12.1%	10.6%	12.6%	11.7%	14.2%	19.2%	13.1%	10.3%	7.9%	6.9%	11.5%
Dissatisfied	2.8%	6.9%	6.8%	4.5%	6.1%	4.0%	7.9%	8.0%	5.4%	4.8%	3.1%	5.4%
Very Dissatisfied	1.3%	0.9%	1.6%	2.6%	4.2%	5.1%	3.0%	1.4%	2.2%	1.0%	1.6%	2.2%
<u>Q1b. The City of Austin as a place to raise children</u>												
Very Satisfied	34.3%	38.9%	27.0%	34.7%	28.8%	37.7%	30.1%	30.4%	28.0%	32.1%	41.2%	32.9%
Satisfied	42.7%	37.9%	47.8%	38.5%	43.6%	38.3%	33.1%	39.5%	43.3%	47.9%	43.2%	41.8%
Neutral	18.0%	15.9%	17.6%	18.7%	20.1%	19.1%	24.2%	22.1%	21.3%	14.3%	10.9%	18.0%
Dissatisfied	4.0%	5.8%	6.3%	4.8%	4.1%	2.5%	9.3%	5.5%	5.0%	4.0%	3.7%	5.1%
Very Dissatisfied	1.0%	1.5%	1.3%	3.3%	3.5%	2.5%	3.4%	2.4%	2.5%	1.7%	1.0%	2.2%

Q1. Perceptions of the Community (Without "Don't Know")

N=2060	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34	35-44	45-54	55-64	65+	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
	years	years	years	years	years							
<u>Q1c. The City of Austin as a place to work</u>												
Very Satisfied	35.2%	36.6%	29.9%	35.7%	36.5%	36.4%	30.3%	29.6%	29.3%	37.2%	42.6%	34.7%
Satisfied	44.5%	41.9%	48.7%	43.5%	43.8%	33.5%	43.7%	49.1%	46.9%	47.9%	43.2%	44.4%
Neutral	11.7%	15.0%	14.5%	15.5%	11.0%	17.9%	14.2%	15.0%	16.0%	10.1%	9.8%	13.7%
Dissatisfied	7.3%	5.1%	5.5%	3.6%	5.8%	7.5%	9.2%	5.2%	5.5%	4.0%	3.8%	5.4%
Very Dissatisfied	1.3%	1.4%	1.4%	1.7%	2.9%	4.6%	2.7%	1.0%	2.3%	0.8%	0.6%	1.8%
<u>Q1d. The City of Austin as a place to retire</u>												
Very Satisfied	21.5%	18.5%	17.6%	25.3%	29.3%	28.2%	28.4%	21.6%	20.7%	16.7%	24.2%	22.4%
Satisfied	24.6%	26.6%	22.7%	29.0%	32.8%	30.7%	22.5%	29.4%	26.8%	26.8%	27.4%	27.2%
Neutral	32.7%	28.2%	29.5%	21.4%	20.2%	24.5%	24.2%	22.7%	21.4%	30.8%	28.8%	26.1%
Dissatisfied	15.5%	13.2%	19.4%	17.0%	10.5%	7.4%	13.1%	16.1%	21.4%	17.2%	10.9%	15.2%
Very Dissatisfied	5.6%	13.5%	10.9%	7.4%	7.1%	9.2%	11.9%	10.2%	9.8%	8.5%	8.8%	9.2%

Q1. Perceptions of the Community (Without "Don't Know")

N=2060	<u>Q20. Which of the following best describes your AGE?</u>					<u>Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?</u>						<u>Total</u>
	18-34	35-44	45-54	55-64	65+	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
	years	years	years	years	years							
<u>Q1e. Overall value that you receive for your City tax dollars & fees</u>												
Very Satisfied	9.2%	7.8%	6.0%	10.6%	10.1%	15.9%	8.5%	7.4%	8.6%	6.9%	9.4%	8.7%
Satisfied	35.4%	30.1%	30.4%	32.3%	29.8%	26.8%	28.6%	28.0%	31.4%	38.7%	32.4%	31.6%
Neutral	29.7%	33.9%	29.4%	30.8%	28.3%	28.7%	31.7%	31.9%	29.0%	28.6%	32.7%	30.4%
Dissatisfied	17.3%	18.6%	23.2%	18.1%	21.4%	21.3%	17.4%	23.8%	20.5%	18.5%	17.0%	19.7%
Very Dissatisfied	8.4%	9.6%	11.0%	8.2%	10.4%	7.3%	13.9%	8.9%	10.6%	7.2%	8.5%	9.6%
<u>Q1f. Overall quality of life in the City</u>												
Very Satisfied	27.1%	23.3%	19.5%	23.3%	24.2%	30.5%	23.4%	19.4%	20.6%	22.6%	28.8%	23.3%
Satisfied	52.5%	51.4%	52.2%	51.3%	45.2%	42.0%	41.9%	52.8%	53.4%	54.4%	51.7%	50.7%
Neutral	13.2%	17.1%	18.8%	16.1%	20.8%	17.8%	21.5%	16.0%	16.4%	15.8%	13.8%	17.1%
Dissatisfied	5.4%	6.8%	7.1%	7.0%	6.7%	5.2%	9.8%	9.0%	7.4%	6.0%	5.3%	6.6%
Very Dissatisfied	1.8%	1.4%	2.4%	2.4%	3.1%	4.6%	3.4%	2.8%	2.3%	1.2%	0.3%	2.3%

Q1. Perceptions of the Community (Without "Don't Know")

N=2060	<u>Q20. Which of the following best describes your AGE?</u>					<u>Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?</u>						<u>Total</u>
	18-34	35-44	45-54	55-64	65+	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
	years	years	years	years	years							
<u>Q1g. How well the City of Austin is planning growth</u>												
Very Satisfied	5.3%	9.8%	3.3%	7.5%	6.5%	21.1%	10.0%	6.0%	4.3%	3.4%	2.5%	6.5%
Satisfied	13.6%	14.8%	15.3%	17.8%	17.0%	22.9%	21.5%	12.8%	13.8%	13.3%	17.3%	15.7%
Neutral	17.6%	22.5%	22.4%	22.9%	29.3%	20.5%	23.4%	22.7%	21.0%	25.1%	19.8%	22.7%
Dissatisfied	34.2%	26.7%	31.0%	27.7%	24.0%	16.3%	19.5%	33.7%	34.4%	30.2%	32.1%	29.0%
Very Dissatisfied	29.1%	26.2%	27.9%	24.1%	23.2%	19.3%	25.7%	24.8%	26.6%	28.1%	28.3%	26.1%
<u>Q1h. Overall quality of services provided by the City of Austin</u>												
Very Satisfied	9.3%	12.4%	8.5%	14.6%	14.1%	21.1%	16.9%	8.3%	11.4%	7.3%	11.0%	11.7%
Satisfied	48.7%	48.7%	45.0%	49.6%	44.1%	42.9%	43.8%	48.6%	47.2%	54.0%	48.4%	47.5%
Neutral	30.4%	24.7%	31.6%	24.2%	24.0%	21.1%	23.1%	27.9%	29.6%	25.1%	28.0%	26.9%
Dissatisfied	9.0%	10.5%	11.3%	7.7%	13.3%	8.6%	10.8%	11.4%	9.4%	10.9%	10.1%	10.3%
Very Dissatisfied	2.6%	3.7%	3.5%	3.8%	4.5%	6.3%	5.4%	3.8%	2.3%	2.7%	2.5%	3.7%

Q2. Overall Satisfaction with Major City Services (Without "Don't Know")

N=2060	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34	35-44	45-54	55-64	65+ years	Less than \$20,000	\$20,000-\$39,999	\$40,000-\$59,999	\$60,000-\$79,999	\$80,000-\$149,999	\$150,000 or more	
	years	years	years	years	years							
<u>Q2a. Overall quality of parks and recreation programs and facilities</u>												
Very Satisfied	30.9%	23.4%	16.1%	24.7%	20.7%	28.1%	24.3%	20.6%	22.0%	22.1%	22.8%	23.2%
Satisfied	53.3%	49.1%	54.9%	49.1%	46.7%	43.7%	51.4%	53.4%	50.7%	52.9%	52.8%	50.7%
Neutral	9.1%	19.4%	18.8%	20.2%	24.5%	21.0%	16.6%	16.6%	19.0%	17.8%	17.3%	18.2%
Dissatisfied	5.3%	5.6%	8.0%	3.2%	5.6%	4.8%	4.9%	7.2%	7.0%	4.7%	5.5%	5.6%
Very Dissatisfied	1.3%	2.6%	2.2%	2.7%	2.5%	2.4%	2.8%	2.2%	1.3%	2.6%	1.6%	2.3%
<u>Q2b. Overall quality of City libraries</u>												
Very Satisfied	29.2%	26.4%	18.9%	27.0%	28.1%	35.6%	28.5%	25.4%	22.2%	24.3%	21.8%	25.8%
Satisfied	46.3%	45.6%	49.9%	49.3%	41.4%	45.6%	46.9%	48.5%	46.7%	45.7%	51.0%	46.7%
Neutral	19.5%	22.3%	24.0%	20.2%	24.7%	16.3%	21.9%	22.3%	23.3%	23.8%	19.5%	22.0%
Dissatisfied	4.4%	3.6%	5.6%	2.5%	4.3%	1.9%	0.9%	2.7%	6.3%	5.3%	6.1%	4.1%
Very Dissatisfied	0.7%	2.1%	1.6%	1.1%	1.5%	0.6%	1.8%	1.2%	1.5%	1.0%	1.5%	1.4%

Q2. Overall Satisfaction with Major City Services (Without "Don't Know")

N=2060	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34	35-44	45-54	55-64	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
	years	years	years	years	years							
<u>Q2c. Overall quality of public safety services</u>												
Very Satisfied	21.8%	26.1%	17.5%	33.5%	29.9%	34.7%	24.3%	24.4%	23.7%	26.6%	24.6%	25.9%
Satisfied	49.6%	49.0%	58.4%	43.0%	47.0%	44.1%	47.1%	48.1%	50.7%	50.1%	54.1%	49.5%
Neutral	19.9%	18.4%	19.0%	17.8%	17.7%	13.5%	22.8%	19.8%	19.7%	16.6%	16.7%	18.4%
Dissatisfied	5.3%	2.9%	2.9%	5.1%	2.5%	2.4%	3.5%	4.6%	4.3%	4.4%	3.3%	3.8%
Very Dissatisfied	3.4%	3.6%	2.2%	0.5%	2.8%	5.3%	2.3%	3.2%	1.7%	2.4%	1.3%	2.4%
<u>Q2d. Overall quality of municipal court services (i.e. traffic, collection, fine collection)</u>												
Very Satisfied	13.4%	13.4%	8.0%	13.6%	12.2%	18.2%	11.3%	11.3%	8.0%	11.1%	14.3%	12.1%
Satisfied	34.5%	39.1%	40.8%	41.3%	39.4%	35.0%	39.2%	38.5%	40.8%	43.5%	37.4%	39.0%
Neutral	35.2%	33.4%	37.5%	37.3%	37.3%	34.3%	35.1%	33.5%	38.8%	34.0%	37.4%	36.1%
Dissatisfied	10.7%	6.9%	9.8%	5.1%	6.1%	6.3%	9.0%	10.0%	6.8%	7.9%	7.0%	7.8%
Very Dissatisfied	6.2%	7.2%	3.9%	2.7%	5.0%	6.3%	5.4%	6.7%	5.6%	3.5%	3.9%	5.0%

Q2. Overall Satisfaction with Major City Services (Without "Don't Know")

N=2060	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34	35-44	45-54	55-64	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
	years	years	years	years	years							
<u>Q2e. Overall quality of the Austin-Bergstrom International Airport</u>												
Very Satisfied	38.0%	34.3%	30.6%	36.6%	29.9%	33.5%	28.1%	30.0%	28.7%	37.4%	43.5%	34.1%
Satisfied	45.5%	47.6%	52.0%	47.0%	48.5%	41.8%	52.2%	51.6%	53.1%	47.0%	43.2%	48.1%
Neutral	12.8%	13.8%	13.0%	13.9%	18.6%	20.3%	15.8%	15.5%	13.5%	12.7%	9.3%	14.3%
Dissatisfied	1.9%	3.4%	4.1%	2.3%	2.4%	2.5%	3.5%	2.2%	3.3%	2.3%	3.7%	2.8%
Very Dissatisfied	1.9%	1.0%	0.2%	0.3%	0.6%	1.9%	0.4%	0.7%	1.3%	0.6%	0.3%	0.8%
<u>Q2f. Overall quality of drinking water provided by Austin Water Utility</u>												
Very Satisfied	31.3%	32.6%	28.1%	37.1%	35.6%	30.8%	28.2%	31.5%	31.3%	35.9%	38.1%	32.9%
Satisfied	40.8%	44.5%	50.7%	44.5%	44.0%	43.0%	44.8%	45.3%	46.8%	46.3%	43.4%	44.9%
Neutral	17.9%	17.0%	14.4%	13.6%	15.1%	19.2%	16.6%	16.3%	14.8%	12.5%	14.1%	15.6%
Dissatisfied	7.4%	3.9%	5.4%	2.9%	3.4%	3.5%	6.2%	5.9%	6.1%	3.1%	3.8%	4.5%
Very Dissatisfied	2.6%	2.1%	1.4%	1.9%	2.0%	3.5%	4.2%	1.0%	1.0%	2.1%	0.6%	2.0%

Q2. Overall Satisfaction with Major City Services (Without "Don't Know")

N=2060	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34	35-44	45-54	55-64	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
	years	years	years	years	years							
<u>Q2g. Overall quality of wastewater services provided by Austin Water Utility</u>												
Very Satisfied	28.0%	24.3%	19.3%	27.8%	24.2%	23.1%	20.4%	23.3%	24.4%	26.5%	28.9%	24.6%
Satisfied	44.6%	44.0%	52.3%	46.3%	44.2%	42.0%	47.5%	46.3%	45.6%	47.3%	49.2%	46.5%
Neutral	20.5%	23.9%	21.2%	19.3%	22.2%	28.4%	23.5%	23.3%	20.2%	19.3%	16.4%	21.3%
Dissatisfied	5.3%	4.0%	5.0%	4.1%	6.8%	1.2%	4.7%	4.9%	8.1%	5.0%	4.5%	5.1%
Very Dissatisfied	1.7%	3.8%	2.1%	2.4%	2.6%	5.3%	3.9%	2.1%	1.6%	2.0%	1.0%	2.6%
<u>Q2h. Overall quality of electric utility services provided by Austin Energy</u>												
Very Satisfied	21.7%	21.0%	17.7%	25.4%	25.4%	26.6%	22.8%	18.5%	21.5%	21.9%	26.4%	22.2%
Satisfied	45.2%	45.7%	45.9%	44.8%	43.8%	39.9%	40.7%	48.3%	45.7%	49.8%	44.1%	45.1%
Neutral	20.9%	22.5%	22.7%	22.6%	20.2%	20.2%	22.4%	20.6%	23.5%	20.5%	20.5%	21.7%
Dissatisfied	7.8%	4.6%	8.0%	3.8%	6.1%	5.2%	5.7%	7.3%	5.0%	6.3%	6.6%	6.1%
Very Dissatisfied	4.4%	6.1%	5.7%	3.3%	4.6%	8.1%	8.4%	5.2%	4.3%	1.6%	2.4%	4.9%

Q2. Overall Satisfaction with Major City Services (Without "Don't Know")

N=2060	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34	35-44	45-54	55-64	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
	years	years	years	years	years							
<u>Q2i. Overall maintenance of City streets and sidewalks</u>												
Very Satisfied	9.1%	9.1%	7.0%	6.9%	7.6%	13.7%	10.6%	6.5%	8.7%	6.2%	7.5%	8.0%
Satisfied	32.4%	28.1%	34.0%	30.9%	26.9%	22.9%	30.8%	26.1%	30.4%	35.8%	31.9%	30.6%
Neutral	25.8%	33.1%	23.2%	34.4%	35.6%	32.6%	28.1%	29.9%	30.1%	30.1%	29.1%	30.2%
Dissatisfied	21.7%	20.2%	25.6%	18.9%	19.3%	17.7%	16.7%	27.1%	23.1%	19.5%	23.8%	21.2%
Very Dissatisfied	11.0%	9.5%	10.1%	8.9%	10.6%	13.1%	13.7%	10.3%	7.7%	8.3%	7.8%	10.1%
<u>Q2j. Overall management of stormwater runoff</u>												
Very Satisfied	13.8%	10.7%	8.4%	11.6%	9.7%	13.5%	13.7%	8.6%	12.0%	8.3%	11.5%	10.8%
Satisfied	35.8%	38.2%	39.9%	38.5%	38.0%	34.4%	34.4%	36.0%	34.3%	43.5%	42.7%	38.1%
Neutral	32.4%	38.9%	33.2%	35.7%	38.9%	38.7%	36.1%	37.8%	38.5%	33.1%	31.9%	35.7%
Dissatisfied	13.8%	8.7%	14.3%	7.0%	7.9%	8.6%	8.3%	13.5%	10.6%	11.3%	9.8%	10.5%
Very Dissatisfied	4.2%	3.6%	4.1%	7.2%	5.5%	4.9%	7.5%	4.1%	4.6%	3.8%	4.1%	4.9%

Q2. Overall Satisfaction with Major City Services (Without "Don't Know")

N=2060	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34	35-44	45-54	55-64	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
	years	years	years	years	years							
<u>Q2k. Overall effectiveness of communication by the City of Austin</u>												
Very Satisfied	9.8%	10.9%	8.0%	10.6%	10.7%	18.1%	13.5%	8.8%	9.2%	7.4%	7.7%	9.9%
Satisfied	36.3%	37.5%	35.3%	41.6%	32.0%	30.4%	34.8%	37.4%	37.7%	41.2%	37.7%	36.7%
Neutral	39.1%	40.2%	37.7%	35.1%	44.1%	37.4%	38.1%	35.9%	39.4%	40.1%	38.3%	39.1%
Dissatisfied	11.5%	6.1%	14.7%	7.9%	8.0%	6.4%	7.8%	12.8%	9.9%	8.5%	12.5%	9.7%
Very Dissatisfied	3.4%	5.3%	4.3%	4.7%	5.3%	7.6%	5.7%	5.1%	3.8%	2.8%	3.8%	4.6%

Q2l. Overall quality of health and human services provided by the City

Very Satisfied	13.9%	11.5%	10.3%	12.3%	15.5%	26.7%	17.8%	10.9%	10.5%	6.7%	10.0%	12.6%
Satisfied	38.6%	42.0%	33.6%	43.6%	34.3%	29.1%	37.4%	39.9%	37.6%	45.7%	36.7%	38.5%
Neutral	34.6%	36.7%	40.3%	33.8%	37.3%	31.5%	34.3%	33.5%	38.8%	36.4%	41.2%	36.6%
Dissatisfied	8.8%	6.5%	11.8%	7.7%	9.9%	7.3%	7.8%	11.3%	9.7%	9.2%	8.6%	8.9%
Very Dissatisfied	4.1%	3.3%	3.9%	2.6%	3.0%	5.5%	2.6%	4.4%	3.5%	2.0%	3.6%	3.4%

Q2. Overall Satisfaction with Major City Services (Without "Don't Know")

N=2060	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34	35-44	45-54	55-64	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
	years	years	years	years	years							
<u>Q2m. Overall quality of planning, development review, permitting and inspection services</u>												
Very Satisfied	6.4%	7.5%	3.9%	4.6%	5.7%	13.6%	10.6%	4.5%	3.9%	2.9%	2.6%	5.6%
Satisfied	21.3%	19.3%	17.6%	22.0%	19.4%	24.7%	26.9%	18.5%	18.3%	19.4%	17.8%	19.9%
Neutral	34.1%	36.5%	30.5%	37.7%	37.8%	40.9%	32.9%	38.7%	35.4%	32.5%	32.0%	35.1%
Dissatisfied	21.3%	19.1%	26.9%	20.6%	22.2%	13.0%	14.4%	21.8%	25.7%	27.3%	25.3%	22.3%
Very Dissatisfied	16.9%	17.7%	21.0%	15.2%	14.9%	7.8%	15.3%	16.5%	16.7%	17.9%	22.3%	17.1%
<u>Q2n. Animal Services</u>												
Very Satisfied	21.9%	21.3%	15.6%	17.4%	13.6%	20.3%	23.3%	21.0%	15.4%	14.6%	16.8%	18.0%
Satisfied	44.8%	46.3%	44.1%	41.0%	38.2%	39.9%	39.2%	40.1%	42.7%	51.9%	40.8%	42.9%
Neutral	27.6%	27.1%	31.3%	35.0%	38.5%	31.6%	29.1%	29.4%	31.9%	28.2%	38.8%	31.8%
Dissatisfied	3.4%	3.3%	6.4%	3.3%	6.1%	3.8%	5.7%	5.2%	7.7%	3.0%	2.8%	4.5%
Very Dissatisfied	2.4%	1.9%	2.5%	3.3%	3.6%	4.4%	2.6%	4.4%	2.3%	2.3%	0.8%	2.8%

Q3. Which THREE of the items in Question #2 do you think are most important for the city to provide? (Sum of Top Three Choices)

N=2060	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
	<u>Q3. Sum of Top Three Choices</u>											
Overall quality of parks & recreation programs & facilities	24.3%	24.4%	18.2%	17.0%	12.2%	19.7%	15.4%	17.5%	20.7%	22.6%	24.1%	19.5%
Overall quality of City libraries	7.2%	9.3%	8.2%	5.9%	6.6%	5.1%	10.5%	7.6%	9.9%	7.0%	6.2%	7.5%
Overall quality of public safety services	54.5%	47.3%	59.1%	54.6%	51.7%	39.3%	47.2%	54.6%	54.8%	57.0%	62.2%	53.3%
Overall quality of municipal court services	7.2%	3.8%	3.0%	3.8%	6.4%	9.0%	5.2%	5.8%	4.1%	3.1%	4.3%	4.8%
Overall quality of the Austin-Bergstrom International Airport	6.9%	5.4%	4.7%	4.5%	4.7%	3.4%	4.1%	5.8%	4.5%	5.3%	7.1%	5.3%
Overall quality of drinking water provided by Austin Water Utility	34.5%	33.9%	47.9%	35.0%	35.6%	30.9%	36.0%	35.7%	41.1%	39.3%	37.5%	37.5%
Overall quality of wastewater services provided by Austin Water Utility	7.9%	7.0%	7.2%	6.4%	8.3%	4.5%	9.7%	6.2%	9.2%	7.0%	4.6%	7.3%

Q3. Which THREE of the items in Question #2 do you think are most important for the city to provide? (Sum of Top Three Choices) (cont.)

N=2060	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34	35-44	45-54	55-64	65+ years	Less than \$20,000	\$20,000-\$39,999	\$40,000-\$59,999	\$60,000-\$79,999	\$80,000-\$149,999	\$150,000 or more	
	years	years	years	years	years							
Overall quality of electric utility services provided by Austin Energy	23.8%	19.0%	28.0%	23.6%	24.3%	24.7%	21.3%	28.5%	25.5%	24.1%	18.9%	23.6%
Overall maintenance of City streets & sidewalks	34.5%	35.5%	32.0%	34.0%	36.2%	32.0%	33.7%	32.0%	29.9%	34.4%	39.3%	34.3%
Overall management of stormwater runoff	5.1%	5.4%	5.6%	7.1%	8.6%	7.9%	11.2%	8.6%	5.4%	2.5%	4.0%	6.3%
Overall effectiveness of communication by the City of Austin	6.6%	7.0%	6.3%	8.3%	7.5%	8.4%	9.0%	8.2%	6.4%	5.8%	6.5%	7.1%
Overall quality of health & human services provided by the City	19.4%	24.2%	18.9%	20.3%	18.5%	33.1%	23.2%	20.3%	20.4%	16.0%	19.8%	20.4%
Overall quality of planning, development review, permitting and inspection services	24.3%	22.4%	22.4%	19.4%	20.2%	11.8%	16.9%	22.3%	24.2%	24.7%	25.7%	21.8%
Animal Services	5.1%	7.2%	5.4%	5.4%	5.5%	9.0%	9.4%	5.8%	6.1%	4.1%	3.4%	5.8%
None chosen	15.9%	20.4%	10.5%	22.0%	22.4%	27.5%	18.7%	15.5%	14.3%	18.1%	13.6%	18.1%

Q4. Feeling of Safety (Without "Don't Know")

N=2060	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
<u>Q4a. I feel safe in my neighborhood during the day</u>												
Strongly Agree	52.3%	47.4%	47.9%	50.4%	51.8%	44.9%	35.2%	43.6%	46.2%	57.2%	62.9%	49.7%
Agree	39.7%	41.9%	43.4%	39.4%	37.4%	33.1%	48.7%	46.4%	43.6%	38.0%	33.3%	40.5%
Neutral	4.1%	7.3%	6.4%	5.9%	6.4%	12.4%	10.1%	5.9%	6.4%	2.5%	2.2%	6.0%
Disagree	2.8%	2.5%	1.9%	3.3%	3.0%	7.3%	4.1%	3.1%	2.9%	1.9%	1.3%	2.8%
Strongly Disagree	1.0%	0.9%	0.5%	1.0%	1.4%	2.2%	1.9%	1.0%	1.0%	0.4%	0.3%	1.0%
<u>Q4b. I feel safe in my neighborhood at night</u>												
Strongly Agree	28.6%	30.8%	31.3%	34.9%	33.6%	26.4%	23.6%	24.7%	26.6%	34.3%	45.8%	31.8%
Agree	42.3%	43.8%	45.5%	40.4%	41.9%	30.9%	42.3%	42.9%	45.8%	47.8%	42.6%	42.9%
Neutral	13.9%	14.2%	14.5%	13.3%	13.9%	19.1%	19.9%	18.5%	14.7%	9.6%	6.0%	13.9%
Disagree	12.1%	6.8%	6.9%	7.6%	6.9%	16.9%	9.4%	10.5%	9.0%	6.2%	4.1%	8.0%
Strongly Disagree	3.1%	4.3%	1.9%	3.8%	3.6%	6.7%	4.9%	3.5%	3.8%	2.1%	1.6%	3.4%

Q4. Feeling of Safety (Without "Don't Know")

N=2060	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
	<u>Q4c. I feel safe in City parks</u>											
Strongly Agree	28.8%	20.1%	12.7%	17.7%	15.4%	19.5%	21.9%	18.9%	15.1%	18.9%	21.9%	18.9%
Agree	45.4%	45.0%	49.9%	46.0%	39.9%	38.3%	35.5%	49.6%	44.7%	50.1%	49.8%	45.7%
Neutral	19.4%	25.6%	27.5%	23.1%	32.4%	29.9%	28.1%	23.0%	28.5%	22.3%	22.6%	25.2%
Disagree	4.8%	6.2%	8.4%	10.4%	8.2%	8.4%	10.3%	5.9%	9.3%	7.2%	3.7%	7.6%
Strongly Disagree	1.6%	3.1%	1.5%	2.9%	4.1%	3.9%	4.1%	2.6%	2.4%	1.5%	2.0%	2.7%
<u>Q4d. I feel safe walking alone downtown during the day</u>												
Strongly Agree	46.9%	36.6%	28.6%	32.8%	29.0%	29.6%	30.9%	30.7%	32.9%	41.0%	41.6%	34.9%
Agree	41.1%	42.4%	47.9%	41.3%	38.2%	34.6%	37.0%	42.0%	46.5%	43.8%	45.8%	42.3%
Neutral	6.1%	13.8%	15.8%	15.6%	20.4%	22.8%	15.2%	19.0%	12.3%	10.2%	7.8%	14.1%
Disagree	3.4%	6.3%	6.4%	6.7%	7.3%	7.4%	13.6%	5.8%	6.0%	3.9%	3.6%	6.1%
Strongly Disagree	2.4%	0.9%	1.2%	3.6%	5.1%	5.6%	3.3%	2.6%	2.3%	1.1%	1.3%	2.6%

Q4. Feeling of Safety (Without "Don't Know")

N=2060	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000-\$39,999	\$40,000-\$59,999	\$60,000-\$79,999	\$80,000-\$149,999	\$150,000 or more	
<u>Q4e. I feel safe walking alone downtown at night</u>												
Strongly Agree	10.9%	8.5%	5.3%	6.4%	7.1%	8.1%	6.6%	8.5%	7.9%	6.3%	9.0%	7.6%
Agree	26.9%	18.6%	19.0%	21.5%	16.3%	12.1%	22.4%	20.1%	20.4%	23.5%	25.9%	20.6%
Neutral	26.4%	30.4%	28.4%	24.0%	25.2%	19.5%	25.0%	22.4%	25.0%	31.2%	29.9%	27.0%
Disagree	24.2%	27.8%	32.2%	28.8%	29.4%	34.2%	25.9%	32.0%	31.1%	27.3%	23.6%	28.4%
Strongly Disagree	11.7%	14.7%	15.0%	19.3%	22.0%	26.2%	20.2%	17.0%	15.7%	11.7%	11.6%	16.3%

Q5. Maintenance and Appearance of the City (Without "Don't Know")

N=2060	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34	35-44	45-54	55-64	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
	years	years	years	years	years							
<u>Q5a. Condition of major City streets</u>												
Very Satisfied	9.6%	8.9%	5.4%	7.7%	6.9%	13.6%	8.9%	5.9%	9.0%	6.6%	6.2%	7.7%
Satisfied	39.8%	38.0%	39.1%	40.5%	40.3%	30.1%	40.5%	40.7%	42.1%	41.3%	43.3%	39.6%
Neutral	21.9%	26.4%	25.8%	25.9%	25.1%	26.7%	21.8%	25.9%	22.2%	26.8%	22.4%	25.0%
Dissatisfied	22.1%	19.4%	24.4%	18.7%	20.9%	21.0%	22.6%	22.1%	19.9%	18.3%	24.6%	21.1%
Very Dissatisfied	6.5%	7.3%	5.4%	7.2%	6.9%	8.5%	6.2%	5.5%	6.8%	7.1%	3.4%	6.7%
<u>Q5b. Condition of streets in your neighborhood</u>												
Very Satisfied	15.6%	14.8%	10.5%	14.8%	14.8%	13.6%	12.2%	11.1%	12.5%	14.5%	17.4%	14.0%
Satisfied	41.3%	45.7%	45.9%	45.0%	42.3%	34.1%	39.3%	41.9%	44.9%	50.4%	50.8%	44.3%
Neutral	16.6%	18.4%	19.9%	21.5%	20.7%	25.6%	20.6%	23.2%	17.9%	17.4%	13.1%	19.3%
Dissatisfied	21.0%	15.7%	18.0%	13.9%	15.7%	13.6%	20.2%	18.0%	19.2%	14.7%	15.3%	16.9%
Very Dissatisfied	5.5%	5.5%	5.6%	4.8%	6.4%	13.1%	7.6%	5.9%	5.4%	2.9%	3.4%	5.5%

Q5. Maintenance and Appearance of the City (Without "Don't Know")

N=2060	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34	35-44	45-54	55-64	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
	years	years	years	years	years							
<u>Q5c. Condition of sidewalks in your neighborhood</u>												
Very Satisfied	13.3%	14.7%	9.6%	12.9%	13.3%	12.0%	12.5%	9.2%	12.5%	13.0%	17.4%	12.8%
Satisfied	31.6%	32.9%	37.9%	41.8%	35.5%	28.9%	30.4%	37.8%	38.3%	37.5%	37.7%	36.1%
Neutral	20.9%	22.0%	20.1%	19.4%	28.4%	26.5%	24.1%	20.8%	21.5%	20.5%	17.1%	21.9%
Dissatisfied	20.6%	19.0%	21.8%	14.9%	13.9%	15.7%	19.5%	18.0%	17.8%	18.6%	20.3%	18.2%
Very Dissatisfied	13.6%	11.4%	10.6%	10.9%	8.9%	16.9%	13.6%	14.1%	9.9%	10.4%	7.4%	11.1%
<u>Q5d. Timing of traffic signals on City streets</u>												
Very Satisfied	6.5%	7.2%	5.5%	6.4%	6.6%	16.2%	6.2%	4.6%	7.4%	4.4%	4.1%	6.4%
Satisfied	35.6%	33.0%	34.7%	35.5%	31.9%	29.5%	35.1%	32.7%	36.1%	34.2%	36.5%	34.1%
Neutral	23.8%	25.8%	26.6%	28.1%	25.9%	25.4%	27.0%	27.8%	25.5%	26.6%	23.3%	26.1%
Dissatisfied	19.9%	20.0%	20.7%	19.3%	22.8%	16.2%	19.7%	22.9%	20.0%	23.2%	18.6%	20.5%
Very Dissatisfied	14.1%	14.0%	12.6%	10.8%	12.8%	12.7%	12.0%	12.0%	11.0%	11.6%	17.6%	12.9%

Q5. Maintenance and Appearance of the City (Without "Don't Know")

N=2060	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34	35-44	45-54	55-64	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
	years	years	years	years	years							
<u>Q5e. Traffic flow on major City streets</u>												
Very Satisfied	2.3%	3.0%	1.4%	1.9%	3.1%	6.4%	5.0%	1.7%	2.3%	0.8%	0.0%	2.3%
Satisfied	13.5%	11.2%	13.9%	18.6%	17.9%	16.8%	20.5%	11.5%	16.5%	13.8%	13.1%	14.9%
Neutral	18.2%	23.5%	16.7%	24.0%	20.7%	25.4%	22.8%	22.2%	18.1%	17.6%	18.7%	20.6%
Dissatisfied	33.5%	30.6%	39.2%	33.2%	30.4%	26.0%	28.6%	36.1%	31.9%	39.5%	35.5%	33.5%
Very Dissatisfied	32.5%	31.7%	28.8%	22.3%	27.8%	25.4%	23.2%	28.5%	31.3%	28.2%	32.7%	28.6%
<u>Q5f. Pedestrian accessibility</u>												
Very Satisfied	9.4%	8.2%	7.1%	8.1%	6.0%	9.7%	11.2%	5.1%	9.6%	5.8%	7.4%	7.8%
Satisfied	34.0%	32.7%	30.1%	34.2%	32.0%	24.8%	32.9%	33.6%	30.2%	34.1%	34.4%	32.7%
Neutral	24.9%	29.4%	34.1%	29.4%	36.0%	35.8%	28.5%	33.9%	30.6%	27.9%	29.3%	30.6%
Dissatisfied	21.1%	19.1%	20.8%	19.7%	18.1%	17.6%	15.3%	16.2%	22.9%	22.9%	21.9%	19.8%
Very Dissatisfied	10.7%	10.6%	7.8%	8.6%	7.9%	12.1%	12.0%	11.2%	6.6%	9.3%	7.1%	9.1%

Q5. Maintenance and Appearance of the City (Without "Don't Know")

N=2060	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34	35-44	45-54	55-64	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
	years	years	years	years	years							
<u>Q5g. Bicycle accessibility</u>												
Very Satisfied	11.7%	11.5%	10.4%	11.7%	10.9%	9.9%	12.2%	9.1%	11.8%	10.4%	12.2%	11.2%
Satisfied	30.1%	27.0%	27.9%	30.3%	27.3%	21.1%	27.0%	28.7%	33.1%	27.5%	30.4%	28.7%
Neutral	28.5%	35.2%	37.8%	35.0%	37.3%	37.9%	34.6%	34.6%	33.1%	38.8%	31.1%	34.8%
Dissatisfied	17.8%	16.1%	14.6%	14.8%	14.5%	19.9%	14.3%	18.9%	11.8%	14.4%	15.7%	15.5%
Very Dissatisfied	12.0%	10.2%	9.3%	8.2%	10.0%	11.2%	11.8%	8.7%	10.3%	8.9%	10.5%	9.9%
<u>Q5h. Enforcement of local codes and ordinances</u>												
Very Satisfied	7.5%	6.1%	5.6%	5.5%	7.8%	10.5%	9.6%	5.9%	5.1%	4.7%	3.8%	6.4%
Satisfied	29.1%	31.1%	23.2%	33.4%	24.5%	28.3%	26.6%	25.3%	25.6%	32.6%	28.9%	28.6%
Neutral	43.5%	36.9%	44.0%	37.3%	39.8%	38.8%	37.2%	41.8%	41.7%	39.8%	43.0%	40.1%
Dissatisfied	11.6%	16.8%	17.3%	14.5%	14.3%	15.1%	12.4%	15.6%	15.7%	12.9%	18.3%	15.0%
Very Dissatisfied	8.2%	9.1%	10.0%	9.3%	13.6%	7.2%	14.2%	11.4%	11.8%	10.1%	6.1%	10.0%

Q6. Which THREE of the items listed above in Question #5 do you think are most important for the City to provide? (Sum of Top Three Choices)

N=2060	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34	35-44	45-54	55-64	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
	years	years	years	years	years							
<u>Q6. Sum of Top Three Choices</u>												
Condition of major City streets	62.1%	52.7%	66.8%	55.6%	54.4%	38.2%	46.4%	52.6%	62.1%	67.3%	69.0%	58.3%
Condition of streets in your neighborhood	27.6%	25.8%	33.6%	31.7%	26.8%	37.1%	28.8%	30.2%	31.8%	24.7%	29.4%	29.1%
Condition of sidewalks in your neighborhood	15.6%	19.9%	15.2%	17.5%	19.3%	27.5%	25.1%	18.9%	17.8%	12.3%	14.2%	17.6%
Timing of traffic signals on City streets	33.8%	31.9%	31.1%	30.5%	35.4%	28.1%	31.5%	32.0%	35.4%	32.3%	36.5%	32.4%
Traffic flow on major City streets	66.8%	64.0%	69.6%	57.7%	56.1%	43.3%	51.7%	64.3%	65.0%	69.8%	71.2%	63.0%
Pedestrian accessibility	28.4%	27.8%	22.4%	20.1%	20.7%	31.5%	28.5%	22.3%	22.0%	24.9%	22.9%	24.0%
Bicycle accessibility	23.5%	17.6%	14.3%	13.7%	14.1%	20.8%	19.1%	17.9%	15.6%	14.8%	18.0%	16.6%
Enforcement of local codes & ordinances	11.0%	16.5%	22.0%	25.8%	27.9%	18.5%	19.5%	24.1%	20.4%	19.5%	18.6%	20.7%
None chosen	11.8%	19.5%	7.0%	19.9%	18.5%	23.6%	19.5%	13.1%	11.1%	14.4%	6.2%	15.2%

Q7. Public Safety Services: Police Services (Without "Don't Know")

N=2060	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34	35-44	45-54	55-64	65+ years	Less than \$20,000	\$20,000-\$39,999	\$40,000-\$59,999	\$60,000-\$79,999	\$80,000-\$149,999	\$150,000 or more	
	years	years	years	years	years							
<u>Q7a. Overall quality of police services</u>												
Very Satisfied	17.6%	20.0%	17.7%	31.3%	27.2%	26.6%	22.5%	21.1%	18.9%	23.2%	22.8%	22.8%
Satisfied	46.6%	52.3%	53.6%	47.1%	47.0%	45.0%	41.9%	46.9%	51.2%	53.5%	55.0%	49.5%
Neutral	24.7%	19.3%	21.1%	15.4%	18.6%	18.9%	24.9%	19.3%	22.0%	17.3%	18.2%	19.6%
Dissatisfied	8.0%	5.3%	4.9%	4.2%	4.4%	6.5%	6.7%	7.6%	5.8%	3.8%	2.6%	5.3%
Very Dissatisfied	3.1%	3.1%	2.7%	2.0%	2.7%	3.0%	4.0%	5.1%	2.1%	2.2%	1.3%	2.8%
<u>Q7b. Speed of emergency police response</u>												
Very Satisfied	23.2%	23.0%	17.0%	33.4%	25.3%	28.5%	28.6%	19.8%	20.2%	23.7%	27.9%	24.6%
Satisfied	36.4%	44.5%	45.9%	40.4%	44.7%	40.5%	36.2%	43.5%	41.7%	45.4%	44.8%	42.6%
Neutral	25.4%	22.4%	30.5%	19.8%	21.0%	22.2%	21.4%	26.7%	26.3%	24.3%	21.4%	23.5%
Dissatisfied	10.7%	7.3%	5.2%	4.1%	6.3%	5.7%	9.4%	5.6%	9.3%	4.9%	5.5%	6.6%
Very Dissatisfied	4.4%	2.7%	1.3%	2.3%	2.7%	3.2%	4.5%	4.3%	2.4%	1.7%	0.5%	2.6%

Q7. Public Safety Services: Police Services (Without "Don't Know")

N=2060	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34	35-44	45-54	55-64	65+ years	Less than \$20,000	\$20,000-\$39,999	\$40,000-\$59,999	\$60,000-\$79,999	\$80,000-\$149,999	\$150,000 or more	
	years	years	years	years	years							
<u>Q7c. Enforcement of local traffic laws</u>												
Very Satisfied	10.5%	12.7%	9.0%	15.8%	15.7%	15.7%	18.8%	9.2%	12.5%	10.4%	10.6%	12.7%
Satisfied	38.3%	37.7%	40.0%	40.7%	40.1%	37.1%	33.9%	39.5%	38.0%	40.5%	45.1%	39.5%
Neutral	32.7%	31.1%	33.3%	27.5%	29.3%	32.1%	30.6%	31.4%	28.8%	32.2%	27.6%	30.7%
Dissatisfied	13.7%	13.7%	13.3%	12.7%	10.8%	9.4%	11.4%	14.0%	14.6%	14.2%	13.3%	12.9%
Very Dissatisfied	4.7%	4.9%	4.5%	3.3%	4.0%	5.7%	5.3%	5.9%	6.1%	2.7%	3.4%	4.3%
<u>Q7d. Overall quality of fire services</u>												
Very Satisfied	33.9%	38.0%	30.9%	45.1%	38.5%	43.2%	36.7%	36.2%	36.0%	37.6%	35.3%	37.6%
Satisfied	49.4%	47.7%	53.5%	44.5%	48.4%	43.8%	46.0%	46.1%	48.2%	51.1%	53.4%	48.6%
Neutral	15.5%	13.2%	14.4%	9.8%	12.4%	12.3%	15.8%	15.1%	15.0%	11.4%	10.3%	12.9%
Dissatisfied	0.8%	1.2%	0.9%	0.3%	0.3%	0.6%	0.9%	1.7%	0.4%	0.0%	0.9%	0.7%
Very Dissatisfied	0.4%	0.0%	0.3%	0.3%	0.3%	0.0%	0.5%	0.9%	0.4%	0.0%	0.0%	0.2%

Q7. Public Safety Services: Fire and Emergency Medical Services (EMS) (Without "Don't Know")

N=2060	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
<u>Q7e. Timeliness of Fire response to emergency location</u>												
Very Satisfied	38.4%	41.6%	34.7%	46.3%	42.3%	44.9%	40.3%	37.2%	37.8%	40.3%	41.3%	40.9%
Satisfied	40.6%	42.2%	47.6%	43.1%	43.0%	42.4%	45.1%	43.6%	44.2%	44.9%	44.0%	43.5%
Neutral	19.2%	14.2%	17.0%	10.0%	14.4%	12.0%	13.6%	17.0%	16.7%	14.8%	13.6%	14.6%
Dissatisfied	1.4%	2.0%	0.3%	0.3%	0.0%	0.6%	0.5%	1.4%	0.9%	0.0%	1.1%	0.8%
Very Dissatisfied	0.5%	0.0%	0.3%	0.3%	0.3%	0.0%	0.5%	0.9%	0.4%	0.0%	0.0%	0.3%
<u>Q7f. Medical assistance provided by EMS</u>												
Very Satisfied	35.3%	37.4%	34.2%	46.9%	44.3%	41.7%	41.7%	35.9%	38.0%	39.8%	42.4%	40.1%
Satisfied	42.7%	45.2%	47.9%	41.3%	44.6%	42.3%	41.7%	47.1%	45.1%	45.0%	43.8%	44.4%
Neutral	19.4%	15.6%	15.6%	11.2%	9.9%	13.5%	15.2%	13.9%	14.8%	14.4%	12.8%	13.9%
Dissatisfied	1.3%	1.6%	2.0%	0.6%	0.6%	1.2%	1.3%	1.8%	1.7%	0.9%	0.5%	1.2%
Very Dissatisfied	1.3%	0.3%	0.3%	0.0%	0.6%	1.2%	0.0%	1.3%	0.4%	0.0%	0.5%	0.5%

Q7. Public Safety Services: Fire and Emergency Medical Services (EMS) (Without "Don't Know")

N=2060	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34	35-44	45-54	55-64	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
	<u>Q7g. Timeliness of EMS response to emergency location</u>											
Very Satisfied	36.5%	38.0%	34.2%	48.4%	44.9%	42.9%	39.2%	36.4%	40.6%	41.1%	42.7%	40.9%
Satisfied	41.3%	45.1%	46.3%	39.5%	43.3%	43.6%	44.7%	44.1%	42.8%	42.3%	41.7%	43.1%
Neutral	19.6%	14.6%	18.5%	11.5%	10.8%	11.0%	14.7%	17.3%	15.3%	15.9%	14.1%	14.6%
Dissatisfied	1.7%	1.9%	1.0%	0.3%	0.3%	1.2%	0.9%	1.8%	0.9%	0.6%	1.0%	1.0%
Very Dissatisfied	0.9%	0.3%	0.0%	0.3%	0.7%	1.2%	0.5%	0.5%	0.4%	0.0%	0.5%	0.4%

Q8. Which TWO of the public safety services listed above in Question #7 do you think are most important for the City to provide? (Sum of Top Two Choices)

N=2060	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
	<u>Q8. Sum of Top Two Choices</u>											
Overall quality of police services	45.3%	41.2%	47.0%	44.2%	42.8%	42.7%	41.9%	42.3%	43.6%	47.5%	46.4%	44.2%
Speed of emergency police response	38.4%	33.7%	38.3%	27.2%	24.9%	25.3%	35.2%	35.7%	36.9%	31.1%	34.7%	32.5%
Enforcement of local traffic laws	7.4%	12.0%	7.7%	12.1%	11.0%	15.7%	9.4%	13.1%	10.5%	7.2%	9.0%	10.1%
Overall quality of fire services	21.2%	22.4%	24.3%	19.6%	25.4%	16.3%	15.4%	20.6%	21.0%	26.3%	28.8%	22.6%
Timeliness of Fire response to emergency location	22.5%	21.9%	28.7%	21.7%	17.4%	11.8%	20.6%	21.3%	24.5%	26.7%	24.5%	22.6%
Medical assistance provided by EMS	16.6%	14.7%	14.5%	20.8%	25.7%	27.5%	19.1%	17.2%	17.8%	17.3%	14.2%	18.2%
Timeliness of EMS response to emergency location	27.6%	22.9%	20.6%	22.2%	18.2%	23.6%	26.2%	22.7%	22.3%	18.9%	23.2%	22.3%
None chosen	11.0%	17.4%	8.9%	18.7%	19.6%	19.7%	17.2%	15.8%	12.1%	13.0%	10.8%	15.0%

Q9. Environmental Services (Without (Don't Know))

N=2060	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34	35-44	45-54	55-64	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
	years	years	years	years	years							
<u>Q9a. Water and wastewater utility response time to emergencies</u>												
Very Satisfied	14.0%	14.3%	11.0%	15.6%	16.2%	23.0%	17.4%	9.5%	15.8%	12.1%	12.6%	14.3%
Satisfied	37.7%	47.2%	43.1%	45.4%	39.6%	42.4%	39.5%	44.5%	42.6%	46.6%	42.6%	42.7%
Neutral	38.6%	28.7%	36.4%	29.1%	36.9%	28.1%	36.8%	37.0%	34.0%	28.5%	35.5%	33.6%
Dissatisfied	7.0%	9.1%	6.7%	6.7%	5.0%	5.0%	4.2%	5.7%	5.7%	10.5%	6.6%	6.9%
Very Dissatisfied	2.8%	0.8%	2.8%	3.1%	2.3%	1.4%	2.1%	3.3%	1.9%	2.3%	2.7%	2.5%
<u>Q9b. Water Conservation programs within Austin</u>												
Very Satisfied	12.3%	15.8%	12.0%	18.7%	14.1%	20.1%	16.1%	13.7%	16.0%	13.3%	13.3%	14.7%
Satisfied	44.8%	45.9%	43.6%	42.9%	43.6%	40.3%	42.2%	44.1%	42.2%	44.6%	50.5%	44.0%
Neutral	27.9%	24.8%	27.8%	29.7%	25.6%	32.2%	26.0%	24.7%	30.1%	27.0%	20.9%	27.2%
Dissatisfied	12.0%	9.0%	12.5%	7.6%	10.6%	6.0%	10.8%	13.3%	9.6%	11.2%	11.6%	10.3%
Very Dissatisfied	3.1%	4.5%	4.1%	1.1%	6.1%	1.3%	4.9%	4.2%	2.1%	3.9%	3.7%	3.7%

Q9. Environmental Services (Without (Don't Know))

N=2060	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34	35-44	45-54	55-64	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
	years	years	years	years	years							
<u>Q9c. Energy Conservation program</u>												
Very Satisfied	9.9%	16.9%	12.7%	17.0%	16.6%	19.2%	15.2%	12.2%	15.9%	13.8%	14.6%	14.8%
Satisfied	43.9%	43.8%	42.4%	44.7%	40.2%	38.4%	46.5%	42.7%	42.2%	44.6%	44.6%	43.0%
Neutral	27.7%	24.1%	30.0%	29.4%	31.2%	28.5%	24.9%	28.2%	31.4%	27.7%	24.7%	28.3%
Dissatisfied	13.1%	9.7%	10.9%	7.8%	7.6%	7.3%	8.8%	11.8%	9.0%	10.0%	11.8%	9.9%
Very Dissatisfied	5.4%	5.4%	4.0%	1.1%	4.3%	6.6%	4.6%	5.1%	1.4%	3.8%	4.2%	4.0%
<u>Q9d. The water quality of lakes and streams</u>												
Very Satisfied	8.8%	11.7%	12.1%	13.6%	14.5%	19.4%	15.3%	10.0%	12.3%	7.8%	15.1%	12.1%
Satisfied	42.1%	45.4%	42.5%	47.9%	46.3%	38.2%	40.1%	45.2%	42.2%	50.0%	47.9%	44.8%
Neutral	33.0%	30.9%	33.9%	29.1%	30.4%	31.3%	29.7%	30.8%	36.5%	31.2%	27.7%	31.5%
Dissatisfied	12.3%	8.4%	9.1%	8.0%	7.4%	7.6%	11.3%	10.8%	7.2%	9.2%	7.2%	9.0%
Very Dissatisfied	3.8%	3.6%	2.4%	1.4%	1.4%	3.5%	3.6%	3.2%	1.8%	1.8%	2.1%	2.7%

Q9. Environmental Services (Without (Don't Know))

N=2060	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000-\$39,999	\$40,000-\$59,999	\$60,000-\$79,999	\$80,000-\$149,999	\$150,000 or more	
<u>Q9e. Flood control efforts</u>												
Very Satisfied	10.0%	9.9%	8.2%	9.9%	11.3%	20.0%	14.8%	6.4%	10.9%	6.0%	8.9%	9.8%
Satisfied	36.6%	42.3%	35.2%	37.1%	37.5%	31.3%	30.1%	39.8%	36.3%	42.7%	40.5%	37.8%
Neutral	31.9%	31.9%	37.9%	34.4%	31.4%	38.7%	38.4%	33.5%	33.3%	31.2%	33.7%	33.5%
Dissatisfied	15.0%	12.5%	14.3%	13.6%	13.6%	6.7%	11.4%	13.5%	15.7%	15.8%	11.3%	13.8%
Very Dissatisfied	6.6%	3.4%	4.4%	5.1%	6.1%	3.3%	5.2%	6.8%	3.7%	4.3%	5.5%	5.1%

Q10. Which TWO of the environmental services listed above in Question #9 do you think are most important for the City to provide? (Sum of Top Two Choices)

N=2060	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34	35-44	45-54	55-64	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
	years	years	years	years	years							
<u>Q10. Sum of Top Two Choices</u>												
Water & wastewater utility response time to emergencies	28.1%	24.7%	34.3%	34.0%	32.9%	31.5%	29.2%	31.6%	29.9%	35.4%	30.0%	30.9%
Water Conservation programs within Austin	46.5%	39.6%	45.6%	34.0%	34.5%	28.7%	35.2%	43.0%	41.7%	43.0%	48.3%	40.0%
Energy Conservation program	36.3%	31.2%	29.7%	28.1%	24.9%	27.5%	30.3%	32.3%	31.8%	31.7%	29.4%	29.9%
The water quality of lakes & streams	35.5%	36.2%	36.2%	29.1%	25.7%	21.3%	31.5%	31.3%	33.8%	33.7%	37.8%	32.9%
Flood control efforts	28.9%	31.7%	31.5%	35.2%	41.7%	36.5%	34.1%	35.1%	36.0%	29.4%	31.0%	33.7%
None chosen	12.5%	21.5%	10.7%	22.2%	22.7%	32.0%	21.7%	13.7%	15.0%	13.8%	11.8%	17.8%

Q11. Recreation and Cultural Services (Without "Don't Know")

N=2060	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34	35-44	45-54	55-64	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
	years	years	years	years	years							
<u>Q11a. Number of City parks</u>												
Very Satisfied	31.1%	28.9%	19.5%	24.7%	19.9%	26.9%	25.9%	21.9%	26.6%	26.2%	23.0%	25.0%
Satisfied	48.3%	43.3%	54.0%	48.4%	44.2%	34.6%	49.1%	50.2%	43.1%	50.2%	55.6%	47.9%
Neutral	11.5%	16.7%	15.5%	18.7%	25.6%	26.3%	16.4%	18.1%	17.2%	14.0%	15.1%	17.2%
Dissatisfied	7.5%	8.6%	8.5%	6.3%	9.0%	10.3%	6.9%	8.3%	10.8%	8.1%	4.9%	8.0%
Very Dissatisfied	1.6%	2.4%	2.5%	1.8%	1.3%	1.9%	1.7%	1.5%	2.4%	1.5%	1.3%	2.0%
<u>Q11b. Number of walking/biking trails</u>												
Very Satisfied	29.9%	25.5%	18.8%	22.3%	20.7%	21.9%	22.1%	19.9%	25.9%	25.6%	24.5%	23.5%
Satisfied	45.6%	41.2%	49.9%	47.6%	42.5%	39.7%	47.2%	47.1%	42.4%	44.8%	48.7%	45.6%
Neutral	12.7%	20.2%	18.3%	22.3%	25.6%	25.8%	19.9%	22.6%	20.0%	18.3%	14.4%	19.4%
Dissatisfied	10.2%	10.0%	11.0%	7.2%	10.2%	11.3%	7.8%	8.8%	10.3%	10.2%	10.5%	9.8%
Very Dissatisfied	1.6%	3.1%	2.0%	0.5%	1.1%	1.3%	3.0%	1.5%	1.4%	1.1%	2.0%	1.7%

Q11. Recreation and Cultural Services (Without "Don't Know")

N=2060	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34	35-44	45-54	55-64	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
	years	years	years	years	years							
<u>Q11c. Appearance of park grounds in Austin</u>												
Very Satisfied	25.5%	20.4%	13.0%	18.9%	17.7%	19.4%	18.6%	16.5%	22.7%	19.2%	16.8%	19.1%
Satisfied	50.5%	48.8%	56.9%	51.4%	49.8%	41.9%	50.6%	56.8%	50.8%	53.5%	54.7%	51.6%
Neutral	16.7%	18.7%	20.3%	20.7%	23.9%	31.6%	24.1%	17.7%	14.6%	17.2%	18.1%	19.9%
Dissatisfied	5.6%	10.0%	7.0%	6.8%	6.6%	5.8%	5.5%	6.0%	9.5%	7.9%	8.4%	7.3%
Very Dissatisfied	1.6%	2.1%	2.8%	2.1%	2.0%	1.3%	1.3%	3.0%	2.4%	2.2%	1.9%	2.1%
<u>Q11d. Overall quality of parks and recreation programs offered by the Austin Parks Department</u>												
Very Satisfied	26.8%	26.5%	17.0%	18.2%	14.9%	20.4%	22.8%	16.1%	23.6%	22.2%	19.9%	21.0%
Satisfied	48.1%	45.5%	51.2%	50.8%	49.1%	42.8%	50.2%	51.8%	46.9%	47.5%	55.2%	49.0%
Neutral	21.2%	20.8%	25.7%	24.6%	27.8%	31.6%	21.0%	26.3%	22.9%	24.1%	18.5%	23.7%
Dissatisfied	2.9%	5.4%	4.5%	5.0%	7.1%	4.6%	4.1%	4.3%	5.5%	5.3%	4.9%	4.9%
Very Dissatisfied	0.9%	1.8%	1.6%	1.4%	1.1%	0.7%	1.8%	1.6%	1.1%	1.0%	1.4%	1.4%

Q11. Recreation and Cultural Services (Without "Don't Know")

N=2060	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34	35-44	45-54	55-64	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
	years	years	years	years	years							
<u>Q11e. Quality of youth athletic programs offered by the City</u>												
Very Satisfied	17.8%	14.9%	11.7%	18.0%	11.8%	21.7%	16.5%	14.3%	15.9%	13.2%	7.4%	14.9%
Satisfied	36.8%	38.8%	32.9%	29.7%	36.3%	35.8%	40.6%	33.3%	31.8%	34.0%	38.5%	34.7%
Neutral	34.4%	30.6%	41.6%	43.8%	41.2%	34.2%	33.5%	39.9%	40.3%	39.1%	40.5%	38.3%
Dissatisfied	7.4%	12.2%	10.8%	6.6%	8.8%	8.3%	6.5%	8.3%	7.4%	11.9%	10.1%	9.3%
Very Dissatisfied	3.7%	3.5%	3.0%	2.0%	2.0%	0.0%	2.9%	4.2%	4.5%	1.7%	3.4%	2.8%
<u>Q11f. Quality of adult athletic programs offered by the City</u>												
Very Satisfied	15.8%	13.9%	7.6%	12.8%	13.1%	21.0%	13.9%	11.2%	11.7%	11.2%	6.7%	12.6%
Satisfied	34.2%	35.7%	31.4%	32.3%	33.5%	31.5%	39.8%	33.7%	33.0%	34.1%	32.0%	33.5%
Neutral	32.1%	35.2%	49.3%	45.1%	42.2%	37.1%	36.1%	42.7%	44.7%	39.2%	48.0%	41.0%
Dissatisfied	14.3%	10.2%	8.5%	7.4%	8.7%	7.3%	6.6%	8.4%	6.7%	12.9%	10.7%	9.7%
Very Dissatisfied	3.6%	4.9%	3.1%	2.3%	2.4%	3.2%	3.6%	3.9%	3.9%	2.6%	2.7%	3.3%

Q11. Recreation and Cultural Services (Without "Don't Know")

N=2060	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34	35-44	45-54	55-64	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
	years	years	years	years	years							
<u>Q11g. Quality of outdoor athletic fields</u>												
Very Satisfied	15.2%	14.4%	9.6%	12.4%	12.3%	12.5%	19.4%	11.6%	14.8%	11.8%	6.7%	12.8%
Satisfied	46.5%	45.7%	40.9%	44.1%	41.9%	42.6%	37.8%	44.0%	44.8%	47.3%	47.1%	43.9%
Neutral	29.4%	30.4%	37.4%	35.6%	40.3%	35.3%	37.2%	36.1%	30.9%	31.1%	35.8%	34.3%
Dissatisfied	6.3%	6.1%	9.3%	5.9%	3.8%	7.4%	2.6%	4.6%	6.3%	7.4%	9.6%	6.4%
Very Dissatisfied	2.6%	3.5%	2.9%	2.0%	1.7%	2.2%	3.1%	3.7%	3.1%	2.4%	0.8%	2.6%
<u>Q11h. Safety in City parks and park facilities</u>												
Very Satisfied	18.1%	14.7%	8.2%	13.0%	10.6%	15.8%	14.4%	9.9%	11.6%	13.6%	12.4%	13.1%
Satisfied	48.6%	47.0%	45.5%	43.4%	37.7%	36.2%	40.9%	47.6%	43.8%	48.2%	50.3%	44.9%
Neutral	24.4%	27.5%	33.5%	34.3%	38.5%	31.6%	34.9%	32.5%	30.4%	27.9%	30.0%	31.1%
Dissatisfied	6.1%	9.3%	10.1%	7.2%	11.0%	11.2%	7.4%	6.3%	12.3%	8.7%	5.9%	8.6%
Very Dissatisfied	2.8%	1.5%	2.7%	2.2%	2.2%	5.3%	2.3%	3.6%	1.8%	1.6%	1.4%	2.3%

Q11. Recreation and Cultural Services (Without "Don't Know")

N=2060	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34	35-44	45-54	55-64	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
	years	years	years	years	years							
<u>Q11i. Overall satisfaction with City swimming pools</u>												
Very Satisfied	21.7%	16.7%	12.1%	14.9%	10.9%	16.5%	13.5%	11.8%	17.4%	14.5%	14.7%	15.3%
Satisfied	40.9%	39.6%	40.3%	41.1%	37.4%	39.6%	36.8%	43.2%	40.4%	40.7%	42.4%	40.0%
Neutral	22.1%	30.5%	30.4%	33.4%	37.8%	26.6%	35.2%	30.9%	29.1%	30.7%	29.5%	30.6%
Dissatisfied	10.7%	10.1%	13.7%	7.3%	12.2%	10.8%	11.9%	11.4%	8.7%	11.8%	10.1%	10.9%
Very Dissatisfied	4.6%	3.1%	3.5%	3.3%	1.7%	6.5%	2.6%	2.7%	4.3%	2.4%	3.2%	3.3%
<u>Q11j. Satisfaction with aquatic programs</u>												
Very Satisfied	16.3%	15.0%	10.5%	13.0%	8.9%	18.6%	12.0%	5.7%	13.1%	13.1%	11.8%	12.8%
Satisfied	38.3%	35.8%	37.1%	33.7%	35.1%	32.2%	38.6%	40.2%	36.0%	34.8%	37.3%	36.1%
Neutral	30.6%	37.5%	40.9%	43.9%	47.1%	36.4%	41.8%	43.7%	40.0%	41.0%	39.9%	40.0%
Dissatisfied	9.7%	7.9%	8.0%	6.5%	7.9%	8.5%	5.1%	7.5%	5.7%	8.6%	8.5%	7.9%
Very Dissatisfied	5.1%	3.8%	3.4%	2.8%	1.0%	4.2%	2.5%	2.9%	5.1%	2.5%	2.6%	3.2%

Q11. Recreation and Cultural Services (Without "Don't Know")

N=2060	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
	<u>Q11k. Quality of facilities, such as picnic shelters and playgrounds, at City parks</u>											
Very Satisfied	14.5%	11.0%	7.4%	10.6%	11.3%	15.1%	12.3%	8.0%	12.2%	10.5%	7.6%	10.9%
Satisfied	44.2%	44.6%	45.3%	44.5%	39.8%	39.7%	41.8%	50.8%	40.2%	45.6%	46.6%	43.9%
Neutral	28.9%	31.1%	31.0%	32.2%	36.5%	32.2%	36.4%	27.2%	33.2%	30.2%	32.1%	31.8%
Dissatisfied	9.5%	11.0%	13.7%	10.1%	9.9%	8.2%	6.4%	11.6%	11.8%	12.2%	11.2%	10.8%
Very Dissatisfied	2.9%	2.3%	2.5%	2.6%	2.6%	4.8%	3.2%	2.4%	2.6%	1.5%	2.5%	2.6%
<u>Q11l. Cleanliness of library facilities</u>												
Very Satisfied	28.8%	28.0%	23.3%	31.1%	28.3%	36.0%	26.7%	23.1%	25.6%	28.3%	27.9%	27.9%
Satisfied	48.1%	52.1%	53.5%	46.6%	44.8%	40.0%	48.4%	53.4%	54.5%	50.1%	48.8%	49.2%
Neutral	20.0%	15.9%	19.2%	19.4%	23.4%	21.3%	22.6%	20.6%	14.6%	18.1%	18.4%	19.4%
Dissatisfied	2.1%	3.7%	3.2%	2.0%	3.1%	2.0%	2.3%	2.0%	4.1%	2.7%	4.5%	2.8%
Very Dissatisfied	1.1%	0.3%	0.9%	0.9%	0.3%	0.7%	0.0%	0.8%	1.2%	0.8%	0.4%	0.7%

Q11. Recreation and Cultural Services (Without "Don't Know")

N=2060	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34	35-44	45-54	55-64	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
	years	years	years	years	years							
<u>Q11m. Library programs</u>												
Very Satisfied	25.4%	25.2%	20.2%	26.6%	25.1%	34.6%	24.4%	17.4%	22.2%	24.2%	26.1%	24.5%
Satisfied	50.4%	49.2%	48.5%	46.4%	41.4%	35.3%	47.2%	56.7%	46.6%	50.5%	46.3%	47.3%
Neutral	18.9%	20.1%	24.8%	24.1%	28.7%	26.5%	25.9%	23.2%	23.5%	19.9%	22.2%	23.3%
Dissatisfied	3.7%	3.5%	5.9%	2.2%	3.6%	2.2%	1.6%	2.2%	5.9%	4.0%	4.9%	3.7%
Very Dissatisfied	1.6%	1.9%	0.7%	0.6%	1.2%	1.5%	1.0%	0.4%	1.8%	1.5%	0.5%	1.2%
<u>Q11n. Materials at libraries</u>												
Very Satisfied	25.6%	23.4%	17.6%	23.3%	25.8%	34.5%	21.9%	16.3%	20.4%	22.9%	22.8%	23.0%
Satisfied	47.7%	48.8%	49.1%	47.8%	38.7%	35.2%	49.5%	54.2%	45.1%	49.0%	45.7%	46.6%
Neutral	18.8%	17.8%	24.4%	24.8%	28.7%	23.4%	24.3%	23.3%	25.1%	19.6%	23.3%	22.7%
Dissatisfied	6.1%	8.2%	7.4%	3.0%	5.0%	4.1%	3.3%	5.4%	6.8%	6.9%	7.3%	6.1%
Very Dissatisfied	1.8%	1.8%	1.5%	1.2%	1.8%	2.8%	1.0%	0.8%	2.6%	1.7%	0.9%	1.6%

Q11. Recreation and Cultural Services (Without "Don't Know")

N=2060	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000-\$39,999	\$40,000-\$59,999	\$60,000-\$79,999	\$80,000-\$149,999	\$150,000 or more	
<u>Q11o. Library hours</u>												
Very Satisfied	21.4%	20.5%	13.6%	20.4%	18.5%	28.1%	21.1%	12.6%	18.1%	17.4%	17.4%	18.8%
Satisfied	42.1%	43.4%	47.8%	40.8%	41.7%	34.5%	42.6%	50.0%	42.2%	45.0%	43.8%	43.2%
Neutral	26.6%	23.5%	26.3%	30.8%	25.8%	28.1%	26.8%	25.6%	28.7%	24.9%	28.1%	26.6%
Dissatisfied	7.0%	10.3%	9.7%	6.8%	10.0%	5.8%	6.7%	8.4%	8.9%	10.2%	8.5%	8.8%
Very Dissatisfied	3.0%	2.3%	2.7%	1.2%	4.1%	3.6%	2.9%	3.4%	2.1%	2.5%	2.1%	2.5%

Q12. Which THREE of the recreation and cultural services listed above in Question #11 do you think are most important for the City to provide? (Sum of Top Three Choices)

N=2060	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
	<u>Q12. Sum of Top Three Choices</u>											
Number of City parks	27.1%	26.0%	28.3%	19.4%	20.7%	15.7%	19.9%	19.2%	25.5%	29.8%	32.8%	24.4%
Number of walking/biking trails	27.4%	22.6%	25.2%	17.3%	16.6%	12.4%	19.1%	21.0%	26.8%	20.2%	32.2%	21.8%
Appearance of park grounds in Austin	18.2%	17.9%	21.5%	20.1%	13.8%	13.5%	16.9%	16.8%	19.4%	18.7%	22.0%	18.5%
Quality of parks & recreation programs offered by the Austin Parks Department	35.5%	23.8%	32.9%	23.2%	22.9%	21.3%	23.2%	29.2%	27.4%	31.3%	32.8%	27.7%
Quality of youth athletic programs offered by the City	17.1%	15.6%	16.8%	18.2%	18.0%	16.9%	15.4%	20.6%	20.7%	16.7%	14.6%	17.0%
Quality of adult athletic programs offered by the City	4.3%	4.5%	4.7%	9.0%	8.3%	11.2%	10.9%	7.6%	5.4%	4.3%	3.1%	6.1%
Quality of outdoor athletic fields	4.9%	3.6%	5.6%	4.3%	4.4%	5.6%	3.0%	4.8%	4.5%	4.5%	5.0%	4.5%
Safety in City parks & park facilities	43.7%	38.9%	47.9%	35.5%	39.5%	38.2%	36.7%	43.3%	45.9%	41.6%	44.3%	41.2%

Q12. Which THREE of the recreation and cultural services listed above in Question #11 do you think are most important for the City to provide? (Sum of Top Three Choices) (cont.)

N=2060	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34	35-44	45-54	55-64	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
	years	years	years	years	years							
<u>Q12. Sum of Top Three Choices (Cont.)</u>												
Overall satisfaction with City swimming pools	17.9%	16.5%	14.5%	10.6%	11.0%	15.7%	14.2%	13.4%	14.3%	15.0%	14.2%	14.2%
Satisfaction with aquatic programs	2.0%	3.8%	2.3%	2.6%	1.9%	2.8%	3.4%	3.8%	1.9%	2.3%	2.5%	2.6%
Quality of facilities, such as picnic shelters & playgrounds, at City parks	17.1%	14.0%	17.1%	18.9%	17.1%	18.5%	18.4%	16.8%	17.5%	15.4%	15.2%	16.8%
Cleanliness of library facilities	4.1%	5.9%	2.3%	3.3%	6.6%	5.6%	6.4%	4.8%	5.4%	3.5%	4.0%	4.5%
Library programs	16.6%	15.6%	18.0%	17.5%	13.8%	15.2%	17.6%	15.1%	15.9%	18.7%	15.8%	16.3%
Materials at libraries	19.4%	16.1%	16.6%	14.7%	18.5%	12.9%	16.9%	16.5%	17.5%	18.9%	15.5%	17.0%
Library hours	6.6%	9.3%	7.5%	12.3%	11.6%	10.7%	8.2%	11.3%	4.8%	10.3%	8.7%	9.4%
None chosen	15.9%	29.4%	11.4%	35.0%	32.0%	38.2%	29.2%	22.7%	18.5%	20.0%	15.2%	24.6%

Q13. Residential and Neighborhood Services (Without "Don't Know")

N=2060	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34	35-44	45-54	55-64	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
	years	years	years	years	years							
<u>Q13a. Quality of residential garbage collection</u>												
Very Satisfied	33.9%	36.7%	30.8%	40.9%	42.6%	33.1%	35.5%	33.5%	36.3%	40.0%	39.0%	36.8%
Satisfied	48.9%	47.8%	53.5%	47.4%	42.0%	44.2%	49.2%	51.4%	49.7%	46.9%	50.2%	48.2%
Neutral	8.9%	10.7%	8.9%	7.8%	11.2%	12.9%	10.2%	8.3%	9.0%	7.6%	7.0%	9.4%
Dissatisfied	5.0%	3.9%	5.8%	2.9%	2.7%	5.5%	3.9%	5.4%	3.3%	3.9%	3.5%	4.1%
Very Dissatisfied	3.3%	0.9%	1.0%	1.0%	1.5%	4.3%	1.2%	1.4%	1.7%	1.7%	0.3%	1.5%
<u>Q13b. Quality of residential yard waste collection</u>												
Very Satisfied	28.8%	29.2%	24.5%	34.7%	34.8%	29.9%	27.7%	28.1%	26.7%	32.9%	35.2%	30.3%
Satisfied	40.3%	47.1%	49.0%	42.7%	43.2%	43.5%	46.2%	43.4%	47.2%	43.0%	45.6%	44.8%
Neutral	19.7%	15.7%	16.6%	13.4%	14.1%	14.9%	18.1%	18.0%	16.0%	14.3%	11.7%	15.8%
Dissatisfied	7.3%	6.9%	8.2%	6.9%	5.7%	6.5%	7.6%	9.0%	7.3%	7.4%	5.2%	7.0%
Very Dissatisfied	3.9%	1.2%	1.7%	2.2%	2.1%	5.2%	0.4%	1.5%	2.8%	2.5%	2.3%	2.2%

Q13. Residential and Neighborhood Services (Without "Don't Know")

N=2060	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34	35-44	45-54	55-64	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
	years	years	years	years	years							
<u>Q13c. Quality of residential curbside recycling services</u>												
Very Satisfied	36.4%	36.4%	32.9%	43.8%	38.9%	33.3%	31.2%	36.0%	36.5%	41.0%	42.5%	37.7%
Satisfied	42.4%	45.3%	51.2%	44.0%	43.6%	43.4%	51.6%	48.2%	46.2%	44.8%	41.9%	45.6%
Neutral	11.0%	11.9%	9.9%	7.3%	13.1%	18.9%	12.4%	9.6%	9.4%	7.2%	8.6%	10.5%
Dissatisfied	6.8%	4.9%	4.2%	3.7%	3.6%	1.3%	4.4%	3.7%	5.7%	5.7%	5.7%	4.6%
Very Dissatisfied	3.4%	1.4%	1.7%	1.2%	0.9%	3.1%	0.4%	2.6%	2.3%	1.3%	1.3%	1.7%
<u>Q13d. Household hazardous waste disposal service</u>												
Very Satisfied	19.0%	17.9%	10.1%	18.4%	17.0%	22.6%	16.6%	18.0%	12.3%	15.9%	16.6%	16.2%
Satisfied	31.6%	31.2%	33.3%	35.6%	36.2%	36.8%	33.7%	35.9%	39.6%	31.2%	30.0%	33.8%
Neutral	26.0%	30.9%	30.1%	25.4%	28.7%	27.1%	33.2%	25.8%	30.8%	25.0%	28.7%	28.2%
Dissatisfied	14.7%	14.5%	19.3%	14.9%	13.1%	9.0%	12.3%	14.3%	10.1%	20.7%	18.6%	15.4%
Very Dissatisfied	8.7%	5.5%	7.1%	5.8%	5.0%	4.5%	4.3%	6.0%	7.0%	7.3%	6.1%	6.3%

Q13. Residential and Neighborhood Services (Without "Don't Know")

N=2060	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34	35-44	45-54	55-64	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
	years	years	years	years	years							
<u>Q13e. Bulky item pick-up/removal services</u>												
Very Satisfied	20.9%	31.0%	24.9%	36.1%	31.3%	30.3%	29.7%	25.6%	29.1%	29.7%	30.2%	29.0%
Satisfied	42.8%	44.6%	46.9%	43.5%	45.1%	40.8%	42.8%	48.1%	43.9%	47.1%	44.8%	44.7%
Neutral	23.4%	15.9%	16.9%	12.0%	17.8%	18.4%	19.1%	17.4%	15.8%	14.2%	16.2%	16.9%
Dissatisfied	8.8%	7.6%	9.6%	5.9%	4.0%	5.3%	7.6%	6.2%	9.5%	6.9%	6.8%	7.2%
Very Dissatisfied	4.1%	1.0%	1.8%	2.6%	1.8%	5.3%	0.8%	2.7%	1.8%	2.1%	1.9%	2.2%
 <u>Q13f. Reliability of your electric service</u>												
Very Satisfied	39.0%	35.8%	31.1%	41.6%	40.2%	30.0%	36.3%	32.5%	36.9%	42.8%	42.1%	37.4%
Satisfied	41.2%	49.0%	51.1%	45.1%	42.6%	41.8%	46.5%	48.0%	47.0%	45.5%	46.6%	46.1%
Neutral	12.3%	10.0%	13.3%	9.6%	13.1%	19.4%	11.7%	15.2%	10.1%	8.9%	5.8%	11.5%
Dissatisfied	4.3%	3.9%	3.7%	3.0%	2.4%	5.3%	4.3%	2.5%	4.7%	2.0%	4.5%	3.5%
Very Dissatisfied	3.2%	1.2%	0.7%	0.8%	1.8%	3.5%	1.2%	1.8%	1.3%	0.9%	1.0%	1.5%

Q13. Residential and Neighborhood Services (Without "Don't Know")

N=2060	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34	35-44	45-54	55-64	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
	years	years	years	years	years							
<u>Q13g. Safety of your drinking water</u>												
Very Satisfied	35.0%	37.5%	29.0%	42.9%	40.3%	30.9%	30.8%	32.7%	34.9%	44.1%	42.8%	36.8%
Satisfied	40.4%	43.1%	49.1%	41.1%	40.3%	36.4%	43.2%	47.1%	46.3%	41.8%	42.1%	42.9%
Neutral	17.0%	11.4%	18.2%	11.3%	13.4%	20.0%	17.6%	15.8%	12.8%	10.9%	11.9%	14.3%
Dissatisfied	4.9%	5.6%	2.7%	3.2%	4.2%	6.7%	6.0%	2.6%	4.7%	2.6%	2.3%	4.1%
Very Dissatisfied	2.7%	2.4%	1.0%	1.5%	1.8%	6.1%	2.4%	1.8%	1.3%	0.6%	1.0%	2.0%
<u>Q13h. Cleanliness of City streets and public areas</u>												
Very Satisfied	15.2%	14.4%	11.8%	17.3%	15.7%	15.1%	14.3%	11.3%	13.7%	15.2%	19.5%	14.9%
Satisfied	48.0%	46.6%	51.1%	47.9%	50.1%	41.6%	42.2%	50.4%	49.5%	51.9%	52.8%	48.8%
Neutral	23.1%	25.2%	23.1%	23.6%	21.6%	27.1%	28.7%	20.6%	23.5%	22.2%	19.8%	23.3%
Dissatisfied	9.7%	11.2%	11.3%	9.0%	9.0%	12.7%	10.9%	13.8%	10.7%	8.4%	6.0%	10.2%
Very Dissatisfied	3.9%	2.5%	2.7%	2.2%	3.5%	3.6%	3.9%	3.9%	2.6%	2.3%	1.9%	3.0%

Q13. Residential and Neighborhood Services (Without "Don't Know")

N=2060	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34	35-44	45-54	55-64	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
	years	years	years	years	years							
<u>Q13i. Cleanliness of your neighborhood</u>												
Very Satisfied	23.2%	26.4%	18.2%	26.3%	26.5%	21.2%	17.8%	19.9%	21.1%	25.3%	35.3%	24.1%
Satisfied	43.9%	44.1%	54.8%	44.7%	48.1%	33.5%	42.6%	44.8%	50.0%	53.5%	48.9%	47.3%
Neutral	16.3%	16.3%	16.7%	15.7%	14.0%	24.1%	20.5%	18.1%	13.3%	12.8%	11.0%	15.8%
Dissatisfied	11.3%	10.3%	7.4%	8.7%	8.2%	14.7%	12.4%	12.8%	11.7%	6.1%	3.2%	9.2%
Very Dissatisfied	5.3%	2.8%	2.9%	4.6%	3.2%	6.5%	6.6%	4.3%	3.9%	2.3%	1.6%	3.7%
<u>Q13j. Code enforcement of weed lots, abandoned vehicles, graffiti and dilapidated buildings</u>												
Very Satisfied	9.4%	11.2%	6.1%	11.9%	12.5%	17.7%	11.1%	8.2%	8.4%	8.7%	10.5%	10.2%
Satisfied	29.9%	33.5%	31.6%	30.1%	28.9%	24.7%	28.6%	31.7%	33.0%	33.9%	30.8%	30.9%
Neutral	31.8%	27.2%	31.3%	28.5%	26.0%	27.2%	31.6%	25.9%	26.7%	30.2%	31.6%	28.8%
Dissatisfied	19.8%	19.6%	20.3%	17.9%	21.1%	19.0%	20.5%	19.8%	21.2%	18.2%	19.4%	19.7%
Very Dissatisfied	9.1%	8.4%	10.7%	11.7%	11.5%	11.4%	8.1%	14.4%	10.6%	9.0%	7.7%	10.3%

Q14. Which THREE of the residential and neighborhood services listed above in Question #13 do you think are most important for the City to provide?(Sum of Top Three Choices)

N=2060	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34	35-44	45-54	55-64	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
	years	years	years	years	years							
<u>Q14. Sum of Top Three Choices</u>												
Quality of residential garbage collection	42.7%	35.7%	45.3%	34.5%	35.4%	25.8%	36.0%	39.2%	34.1%	45.3%	45.8%	38.8%
Quality of residential yard waste collection	5.6%	8.4%	7.7%	6.9%	8.8%	8.4%	9.0%	8.6%	6.7%	7.0%	6.2%	7.4%
Quality of residential curbside recycling services	21.0%	18.3%	18.5%	14.4%	12.2%	15.2%	11.2%	15.8%	15.3%	18.7%	23.8%	16.9%
Household hazardous waste disposal service	9.0%	9.7%	10.3%	11.3%	12.4%	10.7%	15.0%	8.9%	10.8%	9.5%	8.4%	10.5%
Bulky item pick-up/removal services	7.7%	9.5%	8.4%	10.6%	13.8%	11.8%	14.6%	11.7%	10.8%	7.8%	8.7%	9.9%
Reliability of your electric service	42.7%	33.0%	48.1%	35.2%	32.6%	27.5%	35.2%	39.2%	40.8%	43.6%	42.4%	38.5%
Safety of your drinking water	58.1%	52.3%	64.3%	49.4%	49.4%	44.9%	47.2%	51.2%	60.5%	60.5%	60.7%	54.9%
Cleanliness of City streets & public areas	34.0%	29.0%	30.1%	26.0%	26.8%	25.3%	29.2%	23.4%	31.5%	30.7%	30.7%	29.2%
Cleanliness of your neighborhood	19.7%	19.9%	15.9%	16.3%	18.5%	21.3%	23.2%	20.6%	21.0%	13.8%	14.2%	18.2%

Q14. Which THREE of the residential and neighborhood services listed above in Question #13 do you think are most important for the City to provide?(Sum of Top Three Choices) (cont.)

N=2060	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
<u>Q14. Sum of Top Three Choices (Cont.)</u>												
Code enforcement of weed lots, abandoned vehicles, graffiti & dilapidated buildings	22.0%	26.7%	23.8%	30.0%	31.5%	32.0%	27.0%	29.6%	29.6%	23.5%	20.4%	26.8%
None chosen	17.1%	24.9%	7.9%	31.4%	26.0%	32.0%	22.8%	20.3%	16.2%	16.7%	18.3%	21.3%

Q15. Customer Service (Without "Don't Know")

N=2060	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34	35-44	45-54	55-64	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
	years	years	years	years	years							
<u>Q15a. Austin Energy customer service</u>												
Very Satisfied	18.0%	20.0%	14.2%	26.6%	26.5%	35.7%	19.7%	18.7%	21.5%	18.3%	18.8%	21.0%
Satisfied	43.2%	46.5%	49.0%	49.4%	45.4%	37.6%	46.2%	50.2%	45.6%	49.2%	50.6%	46.8%
Neutral	21.4%	21.4%	24.4%	19.5%	20.9%	17.8%	24.8%	18.7%	20.8%	21.9%	21.6%	21.4%
Dissatisfied	9.6%	7.9%	7.1%	3.1%	4.6%	2.5%	7.1%	6.7%	5.1%	8.2%	5.3%	6.5%
Very Dissatisfied	7.8%	4.2%	5.2%	1.4%	2.6%	6.4%	2.1%	5.6%	6.9%	2.3%	3.7%	4.2%
<u>Q15b. Water and wastewater utility customer service</u>												
Very Satisfied	18.4%	20.2%	13.9%	24.4%	23.7%	31.5%	20.2%	17.0%	21.2%	18.5%	19.2%	20.1%
Satisfied	44.2%	46.1%	47.0%	48.7%	45.2%	38.9%	45.7%	50.6%	47.1%	47.4%	46.7%	46.3%
Neutral	26.5%	25.6%	28.3%	20.7%	23.4%	22.8%	25.1%	22.1%	22.0%	25.9%	26.7%	24.8%
Dissatisfied	6.4%	4.9%	7.1%	3.9%	5.7%	4.0%	7.2%	6.3%	4.2%	6.5%	3.5%	5.7%
Very Dissatisfied	4.6%	3.2%	3.7%	2.2%	2.0%	2.7%	1.8%	4.0%	5.4%	1.6%	3.9%	3.1%

Q15. Customer Service (Without "Don't Know")

N=2060	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
	<u>Q15c. Helpfulness of library staff</u>											
Very Satisfied	43.4%	42.6%	35.4%	44.5%	40.9%	39.3%	36.4%	36.8%	41.1%	45.3%	44.9%	41.4%
Satisfied	41.2%	39.7%	39.6%	34.7%	34.4%	35.6%	41.9%	42.3%	36.9%	38.7%	32.9%	38.0%
Neutral	12.9%	14.4%	22.3%	19.9%	22.1%	23.0%	19.8%	17.5%	19.1%	13.0%	20.4%	18.2%
Dissatisfied	1.8%	2.4%	2.7%	0.6%	1.8%	0.7%	1.8%	1.7%	2.5%	2.8%	1.8%	1.9%
Very Dissatisfied	0.7%	0.9%	0.0%	0.3%	0.7%	1.5%	0.0%	1.7%	0.4%	0.3%	0.0%	0.5%
<u>Q15d. Overall quality of customer service provided by the City of Austin</u>												
Very Satisfied	14.4%	17.9%	15.2%	19.7%	20.1%	28.1%	21.8%	14.0%	18.4%	15.5%	14.6%	17.5%
Satisfied	47.4%	49.2%	45.2%	50.3%	45.8%	40.6%	46.5%	48.0%	48.6%	51.3%	47.4%	47.6%
Neutral	28.8%	26.9%	29.3%	23.6%	28.1%	25.0%	25.5%	27.7%	24.0%	26.7%	29.6%	27.3%
Dissatisfied	6.0%	4.1%	7.7%	4.4%	4.5%	2.5%	4.9%	7.7%	4.9%	5.6%	5.2%	5.4%
Very Dissatisfied	3.3%	1.8%	2.6%	2.1%	1.5%	3.8%	1.2%	2.6%	4.2%	0.9%	3.1%	2.2%

Q15. Customer Service (Without "Don't Know")

N=2060	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34	35-44	45-54	55-64	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
	years	years	years	years	years							
<u>Q15e. Services provided by the City's 3-1-1 assistance telephone number</u>												
Very Satisfied	34.6%	31.8%	29.4%	37.6%	31.5%	43.3%	34.9%	27.6%	31.5%	32.7%	32.6%	33.0%
Satisfied	41.0%	46.8%	41.1%	40.4%	43.4%	37.3%	40.0%	44.8%	46.1%	42.0%	43.9%	42.6%
Neutral	16.3%	13.2%	20.4%	16.1%	18.2%	14.7%	17.9%	19.7%	14.6%	16.9%	16.7%	16.7%
Dissatisfied	5.3%	6.3%	7.3%	5.1%	5.3%	4.0%	5.1%	4.6%	5.5%	7.1%	5.4%	6.0%
Very Dissatisfied	2.8%	1.8%	1.7%	0.8%	1.7%	0.7%	2.1%	3.3%	2.4%	1.3%	1.4%	1.7%
<u>Q15f. Review services for residential and commercial building plans</u>												
Very Satisfied	12.0%	8.3%	6.4%	10.8%	8.2%	19.4%	12.3%	7.4%	10.8%	4.0%	6.5%	9.1%
Satisfied	19.6%	27.6%	18.2%	24.7%	20.3%	27.2%	27.1%	24.7%	22.3%	23.0%	14.1%	22.2%
Neutral	35.9%	31.6%	39.0%	37.8%	40.6%	38.8%	41.9%	43.2%	35.5%	30.2%	34.2%	36.9%
Dissatisfied	14.1%	19.7%	18.6%	12.4%	20.3%	7.8%	11.6%	14.8%	15.1%	21.4%	23.4%	17.0%
Very Dissatisfied	18.5%	12.7%	17.8%	14.3%	10.6%	6.8%	7.1%	9.9%	16.3%	21.4%	21.7%	14.8%

Q16. Other City Services (Without "Don't Know")

N=2060	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34	35-44	45-54	55-64	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
	years	years	years	years	years							
<u>Q16a. Availability of affordable housing for low/moderate income families</u>												
Very Satisfied	5.2%	8.5%	5.0%	6.2%	5.7%	16.6%	6.7%	3.6%	4.0%	2.8%	8.6%	6.1%
Satisfied	12.1%	14.0%	9.9%	14.4%	16.0%	15.3%	15.2%	12.9%	9.3%	13.0%	12.5%	13.4%
Neutral	20.3%	25.1%	27.2%	23.8%	27.7%	22.3%	21.0%	23.2%	25.4%	26.0%	27.6%	24.9%
Dissatisfied	29.0%	26.9%	29.1%	31.8%	28.0%	20.4%	26.8%	29.0%	29.8%	33.8%	29.3%	28.9%
Very Dissatisfied	33.4%	25.4%	28.8%	23.8%	22.7%	25.5%	30.4%	31.3%	31.5%	24.4%	22.0%	26.8%
<u>Q16b. The City's efforts to offer financial literacy/homebuyer education</u>												
Very Satisfied	5.5%	9.3%	5.1%	7.5%	6.3%	13.9%	9.6%	4.4%	4.1%	3.1%	11.0%	6.8%
Satisfied	16.1%	23.0%	15.7%	20.1%	19.5%	20.5%	20.9%	19.1%	20.3%	16.8%	17.8%	19.2%
Neutral	35.0%	37.4%	51.4%	41.7%	43.4%	37.7%	38.4%	37.2%	44.8%	43.9%	43.8%	41.5%
Dissatisfied	24.9%	18.3%	19.0%	20.5%	22.0%	18.0%	18.1%	25.1%	16.9%	26.7%	17.1%	20.7%
Very Dissatisfied	18.4%	12.1%	8.8%	10.2%	8.8%	9.8%	13.0%	14.2%	14.0%	9.5%	10.3%	11.8%

Q16. Other City Services (Without "Don't Know")

N=2060	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34	35-44	45-54	55-64	65+ years	Less than \$20,000	\$20,000-\$39,999	\$40,000-\$59,999	\$60,000-\$79,999	\$80,000-\$149,999	\$150,000 or more	
	years	years	years	years	years							
<u>Q16c. City's effort to promote and assist small, minority and/or women-owned businesses</u>												
Very Satisfied	6.5%	12.1%	5.8%	8.0%	9.3%	14.7%	12.3%	4.8%	5.4%	4.9%	10.9%	8.4%
Satisfied	23.1%	25.8%	20.0%	33.8%	22.1%	24.1%	26.3%	23.3%	26.9%	24.3%	26.8%	25.5%
Neutral	37.0%	33.7%	45.0%	38.7%	39.4%	36.2%	36.9%	37.6%	40.3%	44.0%	36.6%	38.7%
Dissatisfied	20.4%	17.8%	20.4%	12.2%	20.8%	12.1%	15.6%	22.2%	19.9%	19.7%	15.8%	17.9%
Very Dissatisfied	13.0%	10.6%	8.8%	7.3%	8.4%	12.9%	8.9%	12.2%	7.5%	7.0%	9.8%	9.6%
 <u>Q16d. Shot for Tots and Big Shots program (immunizations)</u>												
Very Satisfied	21.5%	20.2%	13.7%	16.5%	18.1%	30.2%	23.0%	14.5%	14.2%	9.9%	17.6%	17.7%
Satisfied	35.0%	39.3%	39.0%	44.8%	45.8%	40.3%	38.5%	43.0%	41.4%	47.5%	34.4%	41.2%
Neutral	34.4%	32.8%	41.5%	33.0%	31.7%	24.0%	30.5%	34.9%	39.6%	37.7%	38.9%	34.5%
Dissatisfied	5.5%	4.5%	3.9%	3.1%	2.6%	3.1%	3.7%	4.7%	3.0%	4.0%	5.3%	3.8%
Very Dissatisfied	3.7%	3.2%	2.0%	2.7%	1.8%	2.3%	4.3%	2.9%	1.8%	0.9%	3.8%	2.8%

Q16. Other City Services (Without "Don't Know")

N=2060	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34	35-44	45-54	55-64	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
	years	years	years	years	years							
<u>Q16e. Food Safety Inspection program</u>												
Very Satisfied	12.4%	15.7%	5.3%	14.0%	14.4%	23.4%	18.3%	9.5%	8.6%	8.0%	7.9%	12.6%
Satisfied	36.3%	37.3%	36.6%	39.3%	35.4%	34.3%	36.6%	40.2%	36.2%	39.1%	38.2%	37.1%
Neutral	41.8%	35.7%	44.1%	35.8%	38.7%	27.0%	37.1%	38.1%	41.6%	42.9%	43.4%	38.7%
Dissatisfied	7.0%	7.8%	9.7%	8.8%	8.2%	11.7%	5.9%	7.4%	10.3%	7.7%	9.2%	8.4%
Very Dissatisfied	2.5%	3.5%	4.4%	2.1%	3.3%	3.6%	2.2%	4.8%	3.2%	2.3%	1.3%	3.2%
<u>Q16f. Neighborhood planning/zoning efforts</u>												
Very Satisfied	5.3%	7.7%	3.3%	8.4%	7.5%	15.2%	9.5%	5.4%	4.9%	3.7%	4.5%	6.5%
Satisfied	24.7%	29.6%	23.7%	34.3%	27.0%	25.5%	30.5%	31.8%	24.2%	28.1%	28.9%	28.1%
Neutral	39.2%	32.8%	37.5%	31.9%	35.6%	35.9%	35.0%	36.8%	38.1%	33.9%	30.9%	35.2%
Dissatisfied	17.0%	15.4%	22.8%	14.3%	21.0%	13.1%	13.0%	15.2%	19.7%	19.2%	24.4%	18.0%
Very Dissatisfied	13.8%	14.5%	12.6%	11.0%	8.9%	10.3%	12.0%	10.8%	13.1%	15.2%	11.4%	12.2%

Q16. Other City Services (Without "Don't Know")

N=2060	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34	35-44	45-54	55-64	65+ years	Less than \$20,000	\$20,000-\$39,999	\$40,000-\$59,999	\$60,000-\$79,999	\$80,000-\$149,999	\$150,000 or more	
	years	years	years	years	years							
<u>Q16g. Accessibility of municipal court services</u>												
Very Satisfied	11.5%	9.6%	5.6%	11.9%	10.2%	19.2%	11.9%	9.0%	7.1%	7.5%	8.0%	9.8%
Satisfied	33.3%	37.1%	35.6%	37.2%	33.6%	31.5%	35.7%	37.3%	32.5%	37.4%	40.2%	35.5%
Neutral	39.3%	37.1%	46.3%	38.6%	44.7%	41.5%	40.0%	39.8%	42.5%	43.2%	36.8%	40.9%
Dissatisfied	11.1%	9.6%	9.6%	9.8%	8.5%	4.6%	8.6%	7.5%	14.6%	8.8%	11.5%	9.7%
Very Dissatisfied	4.7%	6.6%	3.0%	2.5%	3.0%	3.1%	3.8%	6.5%	3.3%	3.1%	3.4%	4.1%
<u>Q16h. The City's efforts to support diversity by serving people equally regardless of their race, religion, ethnicity, age, or abilities</u>												
Very Satisfied	14.3%	20.5%	13.4%	17.5%	13.7%	16.1%	20.8%	14.6%	13.8%	15.3%	16.3%	16.0%
Satisfied	32.5%	33.7%	33.8%	37.7%	34.1%	27.3%	29.4%	38.1%	33.2%	37.5%	37.5%	34.5%
Neutral	32.1%	27.2%	36.9%	28.3%	32.1%	36.6%	32.1%	29.1%	33.6%	28.4%	30.8%	31.1%
Dissatisfied	12.9%	9.0%	10.6%	10.2%	10.6%	8.7%	10.4%	10.5%	10.7%	10.8%	9.2%	10.5%
Very Dissatisfied	8.2%	9.6%	5.3%	6.4%	9.6%	11.2%	7.2%	7.7%	8.7%	8.0%	6.3%	7.8%

Q17. Usage of City Services and Facilities: Please indicate if you did any of the following activities during the past 12 months by circling YES or NO

N=2060	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34	35-44	45-54	55-64	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
	years	years	years	years	years							
<u>Q17a. Have you visited an Austin City park?</u>												
Yes	96.4%	92.3%	92.1%	83.9%	71.3%	73.6%	80.5%	87.6%	91.7%	94.2%	92.6%	87.6%
No	3.1%	7.0%	7.5%	15.6%	27.9%	25.3%	18.4%	11.7%	8.3%	5.6%	6.8%	11.8%
Don't know	0.5%	0.7%	0.5%	0.5%	0.8%	1.1%	1.1%	0.7%	0.0%	0.2%	0.6%	0.6%
<u>Q17b. Have you participated in a City of Austin recreation program/event?</u>												
Yes	50.6%	48.4%	46.0%	35.0%	23.8%	32.0%	33.7%	38.1%	42.0%	46.9%	50.8%	41.1%
No	45.8%	48.0%	51.9%	63.6%	74.9%	65.7%	63.7%	58.4%	56.4%	51.2%	46.7%	56.4%
Don't know	3.6%	3.6%	2.1%	1.4%	1.4%	2.2%	2.6%	3.4%	1.6%	1.9%	2.5%	2.5%
<u>Q17c. Have you visited an Austin library facility?</u>												
Yes	68.3%	75.1%	74.3%	71.2%	69.1%	68.5%	68.9%	74.9%	72.0%	75.5%	70.9%	71.7%
No	30.7%	23.1%	25.2%	27.2%	30.7%	30.9%	30.3%	24.7%	27.7%	23.3%	27.2%	27.1%
Don't know	1.0%	1.8%	0.5%	1.7%	0.3%	0.6%	0.7%	0.3%	0.3%	1.2%	1.9%	1.1%

Q17. Usage of City Services and Facilities: Please indicate if you did any of the following activities during the past 12 months by circling YES or NO

N=2060	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
<u>Q17d. Have you visited a City pool?</u>												
Yes	66.2%	59.0%	60.3%	49.2%	33.7%	48.3%	49.1%	54.6%	56.4%	60.1%	55.4%	54.1%
No	32.5%	39.6%	38.8%	49.9%	65.5%	51.1%	49.8%	44.7%	42.4%	38.7%	43.3%	44.8%
Don't know	1.3%	1.4%	0.9%	0.9%	0.8%	0.6%	1.1%	0.7%	1.3%	1.2%	1.2%	1.1%
<u>Q17e. Have you visited a City recreation center?</u>												
Yes	47.7%	49.8%	48.8%	44.4%	39.5%	49.7%	48.7%	45.7%	44.6%	47.3%	46.7%	46.2%
No	48.7%	47.1%	49.5%	55.3%	59.1%	48.6%	49.1%	54.0%	53.5%	50.2%	50.8%	51.8%
Don't know	3.6%	3.2%	1.6%	0.2%	1.4%	1.7%	2.2%	0.3%	1.9%	2.5%	2.5%	2.0%
<u>Q17f. Have you had contact with the City of Austin Municipal Court?</u>												
Yes	44.0%	39.6%	40.4%	33.3%	25.1%	27.0%	30.0%	35.1%	44.3%	39.5%	42.4%	36.8%
No	54.2%	56.6%	57.9%	66.0%	73.8%	70.8%	68.9%	63.9%	54.1%	59.3%	54.8%	61.3%
Don't know	1.8%	3.8%	1.6%	0.7%	1.1%	2.2%	1.1%	1.0%	1.6%	1.2%	2.8%	1.8%

Q17. Usage of City Services and Facilities: Please indicate if you did any of the following activities during the past 12 months by circling YES or NO

N=2060	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
<u>Q17g. Have you had contact with the City for Code Enforcement?</u>												
Yes	24.6%	29.0%	27.6%	27.4%	26.0%	16.9%	24.3%	30.6%	29.9%	27.2%	30.0%	27.0%
No	72.4%	66.5%	69.6%	70.4%	71.8%	80.3%	72.7%	67.7%	67.2%	70.6%	66.9%	70.0%
Don't know	3.1%	4.5%	2.8%	2.1%	2.2%	2.8%	3.0%	1.7%	2.9%	2.3%	3.1%	3.0%
<u>Q17h. Have you visited the Austin-Bergstrom International Airport?</u>												
Yes	91.3%	86.0%	91.6%	80.9%	76.2%	60.7%	76.0%	80.8%	88.9%	95.1%	98.1%	85.4%
No	7.9%	12.9%	8.2%	18.7%	23.5%	37.6%	24.0%	18.2%	11.1%	4.7%	1.2%	14.0%
Don't know	0.8%	1.1%	0.2%	0.5%	0.3%	1.7%	0.0%	1.0%	0.0%	0.2%	0.6%	0.6%
<u>Q17i. Have you called 3-1-1?</u>												
Yes	61.4%	65.4%	70.8%	68.1%	64.1%	65.7%	71.2%	69.8%	68.8%	66.9%	59.8%	66.1%
No	37.3%	32.6%	28.3%	31.4%	35.1%	33.1%	28.5%	29.6%	30.3%	31.5%	39.3%	32.8%
Don't know	1.3%	2.0%	0.9%	0.5%	0.8%	1.1%	0.4%	0.7%	1.0%	1.6%	0.9%	1.2%

Q17. Usage of City Services and Facilities: Please indicate if you did any of the following activities during the past 12 months by circling YES or NO

N=2060	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
<u>Q17j. Have you called 9-1-1?</u>												
Yes	45.5%	38.9%	43.9%	41.4%	41.4%	48.3%	50.2%	40.5%	47.8%	38.5%	36.2%	42.2%
No	53.2%	59.3%	55.1%	57.9%	57.5%	51.1%	48.7%	58.4%	51.0%	60.5%	62.8%	56.6%
Don't know	1.3%	1.8%	0.9%	0.7%	1.1%	0.6%	1.1%	1.0%	1.3%	1.0%	0.9%	1.2%
<u>Q17k. Have you had contact with the Austin Police Department?</u>												
Yes	66.0%	58.1%	62.1%	55.1%	50.0%	52.2%	58.8%	60.1%	58.3%	59.9%	65.0%	58.5%
No	33.0%	40.0%	36.9%	44.4%	49.2%	46.1%	41.2%	39.5%	40.1%	39.3%	34.1%	40.4%
Don't know	1.0%	1.8%	0.9%	0.5%	0.8%	1.7%	0.0%	0.3%	1.6%	0.8%	0.9%	1.1%
<u>Q17l. Have you had contact with the Austin Fire Department?</u>												
Yes	25.6%	29.5%	30.4%	31.8%	30.1%	36.5%	30.3%	27.5%	26.6%	29.0%	33.7%	29.6%
No	73.4%	68.0%	68.2%	67.8%	68.8%	61.2%	68.2%	72.2%	72.1%	70.2%	64.7%	69.1%
Don't know	1.0%	2.5%	1.4%	0.5%	1.1%	2.2%	1.5%	0.3%	1.3%	0.8%	1.5%	1.3%

Q17. Usage of City Services and Facilities: Please indicate if you did any of the following activities during the past 12 months by circling YES or NO

N=2060	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
<u>Q17m. Have you had contact with the Emergency Medical Services Department?</u>												
Yes	28.6%	28.3%	33.4%	34.5%	38.2%	43.3%	39.7%	33.3%	32.3%	27.8%	28.2%	32.6%
No	70.1%	69.2%	65.4%	64.8%	60.7%	54.5%	59.2%	65.3%	66.5%	71.3%	70.6%	66.0%
Don't know	1.3%	2.5%	1.2%	0.7%	1.1%	2.2%	1.1%	1.4%	1.3%	0.8%	1.2%	1.4%
<u>Q17n. Does Austin Energy provide your electric service?</u>												
Yes	92.1%	85.7%	88.1%	90.5%	91.4%	93.3%	94.8%	93.5%	92.7%	87.4%	82.0%	89.4%
No	6.1%	12.4%	10.5%	8.3%	7.5%	3.9%	4.1%	3.8%	7.0%	11.5%	17.3%	9.2%
Don't know	1.8%	1.8%	1.4%	1.2%	1.1%	2.8%	1.1%	2.7%	0.3%	1.0%	0.6%	1.5%
<u>Q17o. Does the City of Austin collect garbage at your residence?</u>												
Yes	88.7%	94.3%	91.6%	95.3%	92.8%	86.5%	93.6%	94.2%	92.7%	92.6%	95.4%	92.6%
No	5.1%	4.1%	6.3%	3.3%	6.4%	7.9%	3.7%	3.8%	5.7%	4.7%	4.0%	5.0%
Don't know	6.1%	1.6%	2.1%	1.4%	0.8%	5.6%	2.6%	2.1%	1.6%	2.7%	0.6%	2.4%

Q17. Usage of City Services and Facilities: Please indicate if you receive services from the following organizations:

N=2060	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?						Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	\$150,000 or more	
<u>Q17p. Does the City of Austin provide your home with water and wastewater services?</u>												
Yes	94.1%	96.6%	96.5%	97.4%	97.2%	91.0%	98.1%	95.5%	98.4%	96.7%	97.8%	96.4%
No	2.0%	1.8%	1.2%	1.2%	1.9%	2.2%	1.1%	1.7%	0.6%	1.9%	1.5%	1.6%
Don't know	3.8%	1.6%	2.3%	1.4%	0.8%	6.7%	0.7%	2.7%	1.0%	1.4%	0.6%	2.0%

Q18. Using a scale of 1 to 5, where 1 means "strongly disagree" and 5 means "strongly agree," please rate you level of agreement with the following statement: "Employees of the City of Austin are ethical in the way they conduct City business."

N=2060	Q20. Which of the following best describes your AGE?					Q24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Less than \$20,000	\$20,000- \$39,999	\$40,000- \$59,999	\$60,000- \$79,999	\$80,000- \$149,999	

Q18. Using a scale of 1 to 5, where 1 means "Strongly Disagree" and 5 means "Strongly Agree," please rate your level of agreement with the following statement: "Employees of the City of Austin are ethical in the way they conduct City business."

Strongly Disagree	4.4%	4.7%	3.5%	5.2%	5.8%	7.1%	4.7%	4.2%	2.9%	3.6%	6.3%	4.7%
Disagree	5.7%	6.4%	6.1%	8.1%	6.4%	7.6%	7.0%	9.5%	5.5%	5.1%	6.3%	6.6%
Neutral	19.7%	22.0%	23.6%	23.6%	24.8%	31.8%	25.0%	23.2%	23.5%	18.6%	18.5%	22.6%
Agree	33.2%	39.6%	35.3%	37.1%	36.2%	29.4%	37.9%	36.3%	36.3%	39.3%	39.2%	36.2%
Strongly Agree	11.9%	13.3%	11.2%	16.2%	14.6%	11.8%	10.9%	8.8%	16.1%	15.6%	13.2%	13.4%
Don't Know	25.1%	14.0%	20.3%	9.8%	12.2%	12.4%	14.5%	18.0%	15.8%	17.8%	16.6%	16.7%

2015 City of Austin Community Survey – *Appendix F: Cross-tabular Data for Question #17*

...helping organizations make better decisions since 1982

Submitted to the City of Austin, Texas by:

ETC Institute
725 W. Frontier Lane,
Olathe, Kansas
66061

January 2016



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Q1. Perceptions of the Community (Without "Don't Know")

N=2060

	<u>Q17a. Have you visited an Austin City park?</u>			<u>Q17b. Have you participated in a City of Austin recreation program...</u>			<u>Q17d. Have you visited a City pool?</u>			<u>Q17e. Have you visited a City recreation center?</u>			<u>Total</u>
	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	
<u>Q1b. The City of Austin as a place to raise children</u>													
Very Satisfied	32.9%	34.2%	11.1%	31.9%	33.4%	40.5%	33.3%	32.4%	36.8%	32.6%	32.6%	45.7%	32.9%
Satisfied	42.1%	38.3%	77.8%	44.9%	39.6%	40.5%	43.6%	39.6%	42.1%	42.7%	41.3%	34.3%	41.8%
Neutral	18.2%	16.7%	11.1%	16.2%	19.4%	16.2%	16.1%	20.3%	21.1%	17.9%	18.1%	20.0%	18.0%
Dissatisfied	5.3%	4.1%	0.0%	4.9%	5.3%	2.7%	5.2%	5.1%	0.0%	4.8%	5.5%	0.0%	5.1%
Very Dissatisfied	1.6%	6.8%	0.0%	2.1%	2.3%	0.0%	1.9%	2.6%	0.0%	2.0%	2.5%	0.0%	2.2%

Q1. Perceptions of the Community (Without "Don't Know")

N=2060

	<u>Q17a. Have you visited an Austin City park?</u>			<u>Q17b. Have you participated in a City of Austin recreation program...</u>			<u>Q17d. Have you visited a City pool?</u>			<u>Q17e. Have you visited a City recreation center?</u>			<u>Total</u>
	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	
<u>Q1e. Overall value that you receive for your City tax dollars & fees</u>													
Very Satisfied	8.5%	9.8%	0.0%	7.9%	9.4%	2.1%	8.9%	8.3%	10.0%	9.3%	8.0%	10.8%	8.7%
Satisfied	32.1%	27.2%	50.0%	33.0%	30.3%	40.4%	32.9%	30.2%	30.0%	31.0%	32.0%	37.8%	31.6%
Neutral	30.4%	31.5%	12.5%	29.2%	31.5%	27.7%	30.5%	30.8%	15.0%	29.8%	31.3%	24.3%	30.4%
Dissatisfied	19.9%	17.4%	37.5%	21.4%	18.6%	17.0%	19.4%	19.9%	30.0%	21.4%	18.3%	16.2%	19.7%
Very Dissatisfied	9.0%	14.0%	0.0%	8.5%	10.2%	12.8%	8.4%	10.9%	15.0%	8.5%	10.4%	10.8%	9.6%

Q2. Overall Satisfaction with Major City Services (Without "Don't Know")

N=2060

	<u>Q17a. Have you visited an Austin City park?</u>			<u>Q17b. Have you participated in a City of Austin recreation program...</u>			<u>Q17d. Have you visited a City pool?</u>			<u>Q17e. Have you visited a City recreation center?</u>			<u>Total</u>
	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	
<u>Q2a. Overall quality of parks and recreation programs and facilities</u>													
Very Satisfied	23.6%	19.4%	11.1%	24.5%	22.0%	26.1%	25.0%	20.9%	20.0%	25.2%	21.2%	21.1%	23.2%
Satisfied	52.3%	36.6%	44.4%	53.3%	48.9%	47.8%	52.2%	49.3%	35.0%	49.9%	51.7%	47.4%	50.7%
Neutral	16.8%	31.4%	22.2%	14.0%	21.3%	23.9%	14.7%	22.3%	40.0%	15.9%	20.3%	23.7%	18.2%
Dissatisfied	5.4%	6.8%	11.1%	6.0%	5.5%	0.0%	6.3%	4.8%	0.0%	6.5%	4.8%	5.3%	5.6%
Very Dissatisfied	1.8%	5.8%	11.1%	2.2%	2.3%	2.2%	1.8%	2.7%	5.0%	2.5%	2.0%	2.6%	2.3%

Q3. Which THREE of the items in Question #2 do you think are most important for the city to provide? (Sum of Top Three Choices)

N=2060

	Q17a. Have you visited an Austin City park?			Q17b. Have you participated in a City of Austin recreation program...			Q17d. Have you visited a City pool?			Q17e. Have you visited a City recreation center?			Total
	Yes	No	Don't know	Yes	No	Don't know	Yes	No	Don't know	Yes	No	Don't know	
	<u>Sum of Top Three Choices</u>												
Overall quality of parks & recreation programs & facilities	21.1%	7.8%	8.3%	25.3%	15.3%	17.6%	24.1%	14.1%	13.0%	23.3%	15.9%	23.8%	19.5%
Overall quality of City libraries	8.0%	4.1%	8.3%	7.8%	7.3%	7.8%	8.8%	6.0%	8.7%	7.3%	7.6%	11.9%	7.5%
Overall quality of public safety services	53.8%	50.4%	41.7%	51.8%	54.2%	56.9%	49.5%	57.9%	56.5%	50.4%	56.2%	47.6%	53.3%
Overall quality of municipal court services	4.3%	7.8%	8.3%	4.6%	4.8%	5.9%	4.8%	4.8%	4.3%	5.5%	4.2%	2.4%	4.8%
Overall quality of the Austin-Bergstrom International Airport	5.4%	4.1%	8.3%	3.4%	6.4%	11.8%	5.6%	4.7%	17.4%	5.0%	5.3%	9.5%	5.3%
Overall quality of drinking water provided by Austin Water Utility	38.1%	32.4%	50.0%	35.3%	38.5%	52.9%	36.3%	38.8%	47.8%	33.9%	40.6%	40.5%	37.5%
Overall quality of wastewater services provided by Austin Water Utility	7.2%	8.6%	0.0%	7.4%	7.4%	3.9%	5.9%	8.9%	13.0%	6.0%	8.6%	4.8%	7.3%

Q3. Which THREE of the items in Question #2 do you think are most important for the city to provide? (Sum of Top Three Choices)

N=2060	Q17a. Have you visited an Austin City park?			Q17b. Have you participated in a City of Austin recreation program...			Q17d. Have you visited a City pool?			Q17e. Have you visited a City recreation center?			Total
	Yes	No	Don't know	Yes	No	Don't know	Yes	No	Don't know	Yes	No	Don't know	
	<u>Sum of Top Three Choices (Cont.)</u>												
Overall quality of electric utility services provided by Austin Energy	23.4%	25.8%	8.3%	21.0%	25.4%	27.5%	23.0%	24.7%	13.0%	22.6%	24.9%	14.3%	23.6%
Overall maintenance of City streets & sidewalks	34.0%	35.2%	58.3%	34.4%	34.3%	33.3%	33.0%	35.6%	43.5%	33.8%	34.6%	40.5%	34.3%
Overall management of stormwater runoff	5.9%	9.4%	0.0%	5.7%	6.8%	3.9%	5.8%	6.7%	8.7%	6.4%	6.2%	4.8%	6.3%
Overall effectiveness of communication by the City of Austin	7.0%	7.8%	8.3%	7.0%	7.5%	0.0%	6.6%	7.8%	0.0%	8.2%	6.0%	9.5%	7.1%
Overall quality of health & human services provided by the City	20.1%	20.9%	58.3%	23.0%	18.8%	13.7%	21.0%	19.7%	21.7%	20.9%	19.9%	23.8%	20.4%
Overall quality of planning, development review, permitting and inspection services	22.9%	14.8%	8.3%	24.0%	20.4%	19.6%	23.1%	20.4%	21.7%	22.2%	21.5%	23.8%	21.8%
Animal Services	5.7%	6.1%	8.3%	5.9%	5.7%	5.9%	6.4%	5.1%	4.3%	5.9%	5.5%	7.1%	5.8%
None chosen	16.6%	29.5%	8.3%	16.3%	19.7%	11.8%	17.9%	18.6%	8.7%	18.9%	17.6%	11.9%	18.1%

Q4. Feeling of Safety (Without "Don't Know")

N=2060

	<u>Q17a. Have you visited an Austin City park?</u>			<u>Q17b. Have you participated in a City of Austin recreation program...</u>			<u>Q17d. Have you visited a City pool?</u>			<u>Q17e. Have you visited a City recreation center?</u>			<u>Total</u>
	Yes	No	Don't know	Yes	No	Don't know	Yes	No	Don't know	Yes	No	Don't know	
<u>Q4c. I feel safe in City parks</u>													
Strongly Agree	19.4%	13.3%	12.5%	21.1%	16.7%	27.3%	20.3%	16.8%	20.0%	20.1%	17.5%	20.5%	18.9%
Agree	47.1%	29.1%	75.0%	48.4%	43.5%	45.5%	47.9%	42.6%	45.0%	45.2%	45.9%	51.3%	45.7%
Neutral	24.3%	35.2%	12.5%	22.5%	27.5%	22.7%	23.0%	28.2%	25.0%	24.0%	26.3%	28.2%	25.2%
Disagree	6.8%	15.8%	0.0%	6.3%	8.9%	2.3%	6.4%	9.2%	10.0%	7.4%	8.1%	0.0%	7.6%
Strongly Disagree	2.3%	6.7%	0.0%	1.7%	3.4%	2.3%	2.3%	3.2%	0.0%	3.3%	2.1%	0.0%	2.7%

Q11. Recreation and Cultural Services (Without "Don't Know")

N=2060

	<u>Q17a. Have you visited an Austin City park?</u>			<u>Q17b. Have you participated in a City of Austin recreation program...</u>			<u>Q17d. Have you visited a City pool?</u>			<u>Q17e. Have you visited a City recreation center?</u>			<u>Total</u>
	Yes	No	Don't know	Yes	No	Don't know	Yes	No	Don't know	Yes	No	Don't know	
<u>Q11a. Number of City parks</u>													
Very Satisfied	25.4%	21.0%	16.7%	27.6%	23.0%	22.5%	26.1%	23.7%	15.4%	25.7%	24.4%	18.2%	25.0%
Satisfied	49.0%	36.4%	50.0%	48.8%	47.0%	52.5%	47.6%	48.2%	53.8%	48.5%	47.1%	54.5%	47.9%
Neutral	15.7%	32.7%	16.7%	12.8%	20.8%	15.0%	15.2%	19.8%	23.1%	14.1%	19.9%	24.2%	17.2%
Dissatisfied	8.0%	7.4%	16.7%	8.4%	7.6%	7.5%	9.0%	6.5%	7.7%	9.4%	6.7%	3.0%	8.0%
Very Dissatisfied	1.9%	2.5%	0.0%	2.4%	1.6%	2.5%	2.1%	1.8%	0.0%	2.2%	1.8%	0.0%	2.0%

Q11. Recreation and Cultural Services (Without "Don't Know")

N=2060

	<u>Q17a. Have you visited an Austin City park?</u>			<u>Q17b. Have you participated in a City of Austin recreation program...</u>			<u>Q17d. Have you visited a City pool?</u>			<u>Q17e. Have you visited a City recreation center?</u>			<u>Total</u>
	Yes	No	Don't know	Yes	No	Don't know	Yes	No	Don't know	Yes	No	Don't know	
<u>Q11b. Number of walking/biking trails</u>													
Very Satisfied	24.0%	19.0%	0.0%	25.5%	22.1%	19.5%	24.1%	22.9%	14.3%	23.7%	23.2%	27.3%	23.5%
Satisfied	45.9%	40.5%	85.7%	45.9%	45.3%	46.3%	44.0%	47.6%	57.1%	45.2%	45.7%	51.5%	45.6%
Neutral	18.5%	29.4%	0.0%	15.1%	22.8%	19.5%	18.5%	20.7%	21.4%	17.4%	21.7%	12.1%	19.4%
Dissatisfied	9.7%	10.4%	14.3%	11.1%	8.6%	12.2%	11.3%	7.7%	7.1%	11.4%	8.2%	9.1%	9.8%
Very Dissatisfied	1.8%	0.6%	0.0%	2.3%	1.2%	2.4%	2.2%	1.1%	0.0%	2.3%	1.2%	0.0%	1.7%

Q11. Recreation and Cultural Services (Without "Don't Know")

N=2060

	<u>Q17a. Have you visited an Austin City park?</u>			<u>Q17b. Have you participated in a City of Austin recreation program...</u>			<u>Q17d. Have you visited a City pool?</u>			<u>Q17e. Have you visited a City recreation center?</u>			<u>Total</u>
	Yes	No	Don't know	Yes	No	Don't know	Yes	No	Don't know	Yes	No	Don't know	
<u>Q11c. Appearance of park grounds in Austin</u>													
Very Satisfied	19.4%	16.0%	0.0%	20.0%	18.6%	12.5%	19.3%	18.7%	21.4%	19.1%	19.1%	18.2%	19.1%
Satisfied	52.2%	44.8%	66.7%	52.0%	51.2%	57.5%	51.5%	52.1%	35.7%	49.6%	53.5%	51.5%	51.6%
Neutral	18.8%	31.3%	16.7%	17.1%	22.1%	20.0%	19.1%	20.8%	28.6%	19.6%	20.0%	24.2%	19.9%
Dissatisfied	7.5%	4.9%	16.7%	8.3%	6.4%	10.0%	7.9%	6.4%	7.1%	8.9%	5.8%	6.1%	7.3%
Very Dissatisfied	2.0%	3.1%	0.0%	2.6%	1.8%	0.0%	2.1%	2.0%	7.1%	2.7%	1.6%	0.0%	2.1%

Q11. Recreation and Cultural Services (Without "Don't Know")

N=2060

	<u>Q17a. Have you visited an Austin City park?</u>			<u>Q17b. Have you participated in a City of Austin recreation program...</u>			<u>Q17d. Have you visited a City pool?</u>			<u>Q17e. Have you visited a City recreation center?</u>			<u>Total</u>
	Yes	No	Don't know	Yes	No	Don't know	Yes	No	Don't know	Yes	No	Don't know	
<u>Q11d. Overall quality of parks and recreation programs offered by the Austin Parks Department</u>													
Very Satisfied	21.3%	18.6%	0.0%	23.2%	19.1%	22.5%	22.8%	18.3%	30.8%	22.7%	19.1%	19.4%	21.0%
Satisfied	50.0%	36.6%	62.5%	50.3%	48.0%	45.0%	48.3%	50.1%	38.5%	47.8%	50.1%	51.6%	49.0%
Neutral	22.6%	35.9%	37.5%	19.0%	27.4%	30.0%	22.0%	26.0%	30.8%	21.7%	26.0%	19.4%	23.7%
Dissatisfied	5.0%	4.8%	0.0%	6.2%	4.0%	2.5%	5.8%	3.9%	0.0%	6.4%	3.3%	9.7%	4.9%
Very Dissatisfied	1.1%	4.1%	0.0%	1.3%	1.5%	0.0%	1.2%	1.7%	0.0%	1.4%	1.4%	0.0%	1.4%

Q11. Recreation and Cultural Services (Without "Don't Know")

N=2060

	<u>Q17a. Have you visited an Austin City park?</u>			<u>Q17b. Have you participated in a City of Austin recreation program...</u>			<u>Q17d. Have you visited a City pool?</u>			<u>Q17e. Have you visited a City recreation center?</u>			<u>Total</u>
	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	
<u>Q11e. Quality of youth athletic programs offered by the City</u>													
Very Satisfied	14.6%	18.1%	0.0%	14.9%	15.1%	0.0%	16.0%	13.3%	0.0%	17.3%	11.7%	0.0%	14.9%
Satisfied	36.1%	23.3%	20.0%	37.6%	32.4%	9.1%	36.1%	32.3%	42.9%	37.6%	30.7%	41.7%	34.7%
Neutral	37.6%	44.8%	40.0%	31.9%	43.6%	81.8%	35.3%	43.7%	14.3%	30.7%	49.2%	25.0%	38.3%
Dissatisfied	8.8%	12.1%	40.0%	11.8%	6.9%	9.1%	9.3%	8.8%	42.9%	10.6%	6.9%	33.3%	9.3%
Very Dissatisfied	2.9%	1.7%	0.0%	3.7%	2.0%	0.0%	3.3%	1.9%	0.0%	3.7%	1.5%	0.0%	2.8%

Q11. Recreation and Cultural Services (Without "Don't Know")

N=2060

	<u>Q17a. Have you visited an Austin City park?</u>			<u>Q17b. Have you participated in a City of Austin recreation program...</u>			<u>Q17d. Have you visited a City pool?</u>			<u>Q17e. Have you visited a City recreation center?</u>			<u>Total</u>
	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	
<u>Q11f. Quality of adult athletic programs offered by the City</u>													
Very Satisfied	12.2%	16.9%	0.0%	12.0%	13.5%	0.0%	13.9%	10.9%	0.0%	14.1%	10.5%	12.5%	12.6%
Satisfied	34.5%	25.4%	16.7%	37.3%	30.0%	25.0%	33.6%	32.8%	55.6%	34.1%	32.3%	43.8%	33.5%
Neutral	40.6%	44.1%	33.3%	36.2%	44.8%	62.5%	38.4%	45.2%	22.2%	36.9%	47.0%	25.0%	41.0%
Dissatisfied	9.6%	9.3%	33.3%	10.7%	8.9%	6.3%	10.7%	8.1%	11.1%	10.5%	8.8%	6.3%	9.7%
Very Dissatisfied	3.1%	4.2%	16.7%	3.7%	2.8%	6.3%	3.4%	2.9%	11.1%	4.4%	1.5%	12.5%	3.3%

Q11. Recreation and Cultural Services (Without "Don't Know")

N=2060

	<u>Q17a. Have you visited an Austin City park?</u>			<u>Q17b. Have you participated in a City of Austin recreation program...</u>			<u>Q17d. Have you visited a City pool?</u>			<u>Q17e. Have you visited a City recreation center?</u>			<u>Total</u>
	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	
<u>Q11g. Quality of outdoor athletic fields</u>													
Very Satisfied	12.7%	14.6%	0.0%	12.1%	13.7%	7.1%	13.2%	12.5%	0.0%	14.9%	10.5%	10.7%	12.8%
Satisfied	44.8%	33.8%	66.7%	45.7%	42.7%	32.1%	45.1%	41.9%	58.3%	42.7%	45.0%	50.0%	43.9%
Neutral	33.5%	44.6%	0.0%	31.6%	36.2%	50.0%	31.6%	38.6%	25.0%	30.9%	38.4%	32.1%	34.3%
Dissatisfied	6.4%	4.6%	33.3%	7.5%	5.3%	7.1%	6.9%	5.3%	16.7%	8.1%	4.3%	7.1%	6.4%
Very Dissatisfied	2.7%	2.3%	0.0%	3.2%	2.1%	3.6%	3.3%	1.7%	0.0%	3.5%	1.8%	0.0%	2.6%

Q11. Recreation and Cultural Services (Without "Don't Know")

N=2060

	<u>Q17a. Have you visited an Austin City park?</u>			<u>Q17b. Have you participated in a City of Austin recreation program...</u>			<u>Q17d. Have you visited a City pool?</u>			<u>Q17e. Have you visited a City recreation center?</u>			<u>Total</u>
	Yes	No	Don't know	Yes	No	Don't know	Yes	No	Don't know	Yes	No	Don't know	
<u>Q11h. Safety in City parks and park facilities</u>													
Very Satisfied	13.2%	10.8%	33.3%	15.2%	11.5%	8.3%	14.9%	10.0%	35.7%	15.2%	10.6%	18.2%	13.1%
Satisfied	46.1%	30.2%	50.0%	47.4%	42.4%	55.6%	45.8%	44.1%	21.4%	44.7%	45.5%	33.3%	44.9%
Neutral	30.4%	40.3%	16.7%	26.9%	34.6%	30.6%	27.8%	35.7%	35.7%	27.8%	34.1%	42.4%	31.1%
Dissatisfied	8.1%	15.1%	0.0%	8.3%	9.0%	5.6%	8.7%	8.5%	7.1%	9.2%	8.1%	6.1%	8.6%
Very Dissatisfied	2.2%	3.6%	0.0%	2.2%	2.5%	0.0%	2.8%	1.7%	0.0%	3.1%	1.7%	0.0%	2.3%

Q11. Recreation and Cultural Services (Without "Don't Know")

N=2060

	<u>Q17a. Have you visited an Austin City park?</u>			<u>Q17b. Have you participated in a City of Austin recreation program...</u>			<u>Q17d. Have you visited a City pool?</u>			<u>Q17e. Have you visited a City recreation center?</u>			<u>Total</u>
	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	
<u>Q11i. Overall satisfaction with City swimming pools</u>													
Very Satisfied	15.7%	11.7%	0.0%	17.3%	13.9%	3.4%	17.6%	10.5%	0.0%	16.3%	14.1%	15.4%	15.3%
Satisfied	40.2%	37.8%	40.0%	40.0%	39.0%	65.5%	42.2%	34.9%	44.4%	38.9%	41.9%	26.9%	40.0%
Neutral	29.9%	37.8%	40.0%	26.8%	34.3%	24.1%	24.9%	43.1%	22.2%	28.3%	33.2%	34.6%	30.6%
Dissatisfied	11.1%	8.1%	20.0%	12.7%	9.4%	6.9%	11.7%	8.6%	33.3%	12.7%	8.2%	23.1%	10.9%
Very Dissatisfied	3.2%	4.5%	0.0%	3.2%	3.5%	0.0%	3.5%	2.9%	0.0%	3.8%	2.6%	0.0%	3.3%

Q11. Recreation and Cultural Services (Without "Don't Know")

N=2060

	<u>Q17a. Have you visited an Austin City park?</u>			<u>Q17b. Have you participated in a City of Austin recreation program...</u>			<u>Q17d. Have you visited a City pool?</u>			<u>Q17e. Have you visited a City recreation center?</u>			<u>Total</u>
	Yes	No	Don't know	Yes	No	Don't know	Yes	No	Don't know	Yes	No	Don't know	
<u>Q11j. Satisfaction with aquatic programs</u>													
Very Satisfied	13.3%	8.2%	0.0%	13.7%	12.1%	5.9%	14.8%	9.0%	0.0%	14.8%	10.3%	7.1%	12.8%
Satisfied	36.2%	33.7%	75.0%	38.3%	33.8%	41.2%	38.1%	31.6%	50.0%	36.9%	34.7%	50.0%	36.1%
Neutral	39.1%	50.0%	25.0%	35.7%	44.2%	41.2%	35.0%	50.4%	25.0%	35.0%	48.0%	7.1%	40.0%
Dissatisfied	8.3%	4.1%	0.0%	8.6%	7.0%	11.8%	8.2%	6.8%	25.0%	9.3%	5.1%	35.7%	7.9%
Very Dissatisfied	3.2%	4.1%	0.0%	3.7%	2.9%	0.0%	3.8%	2.2%	0.0%	4.1%	1.9%	0.0%	3.2%

Q11. Recreation and Cultural Services (Without "Don't Know")

N=2060

	<u>Q17a. Have you visited an Austin City park?</u>			<u>Q17b. Have you participated in a City of Austin recreation program...</u>			<u>Q17d. Have you visited a City pool?</u>			<u>Q17e. Have you visited a City recreation center?</u>			<u>Total</u>
	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	
<u>Q11k. Quality of facilities, such as picnic shelters and playgrounds, at City parks</u>													
Very Satisfied	11.0%	9.7%	0.0%	11.2%	10.7%	11.1%	12.1%	9.1%	16.7%	11.8%	9.8%	16.1%	10.9%
Satisfied	44.3%	39.6%	33.3%	46.2%	42.3%	36.1%	42.7%	46.0%	25.0%	41.8%	45.9%	51.6%	43.9%
Neutral	31.2%	37.3%	66.7%	27.9%	34.7%	41.7%	29.9%	34.3%	41.7%	29.4%	34.6%	25.8%	31.8%
Dissatisfied	11.0%	9.7%	0.0%	12.2%	9.7%	11.1%	12.8%	8.1%	8.3%	13.5%	8.2%	6.5%	10.8%
Very Dissatisfied	2.5%	3.7%	0.0%	2.6%	2.6%	0.0%	2.6%	2.5%	8.3%	3.5%	1.5%	0.0%	2.6%

Q12. Which THREE of the recreation and cultural services listed above in Question #11 do you think are most important for the City to provide? (Sum of Top Three Choices)

N=2060

	Q17a. Have you visited an Austin City park?			Q17b. Have you participated in a City of Austin recreation program...			Q17d. Have you visited a City pool?			Q17e. Have you visited a City recreation center?			Total
	Yes	No	Don't know	Yes	No	Don't know	Yes	No	Don't know	Yes	No	Don't know	
<u>Sum of Top Three Choices</u>													
Number of City parks	26.7%	8.2%	8.3%	27.5%	22.1%	23.5%	27.4%	20.8%	21.7%	24.5%	24.4%	21.4%	24.4%
Number of walking/biking trails	23.6%	9.8%	0.0%	22.8%	20.2%	43.1%	24.3%	18.9%	21.7%	21.0%	22.5%	23.8%	21.8%
Appearance of park grounds in Austin	19.7%	10.2%	8.3%	18.8%	18.6%	11.8%	18.1%	18.5%	34.8%	18.9%	18.1%	19.0%	18.5%
Quality of parks & recreation programs offered by the Austin Parks Department	29.0%	18.9%	8.3%	31.9%	25.0%	21.6%	30.9%	24.2%	17.4%	29.4%	26.2%	26.2%	27.7%
Quality of youth athletic programs offered by the City	17.1%	16.8%	8.3%	19.2%	15.7%	9.8%	17.9%	16.1%	8.7%	19.8%	14.4%	19.0%	17.0%
Quality of adult athletic programs offered by the City	6.0%	7.0%	0.0%	6.7%	5.8%	3.9%	6.2%	5.9%	13.0%	7.5%	5.1%	2.4%	6.1%
Quality of outdoor athletic fields	4.5%	4.1%	8.3%	5.8%	3.8%	0.0%	5.5%	3.3%	8.7%	5.3%	3.7%	9.5%	4.5%
Safety in City parks & park facilities	42.6%	31.6%	25.0%	40.3%	42.2%	33.3%	40.9%	41.8%	26.1%	39.6%	42.1%	52.4%	41.2%

Q12. Which THREE of the recreation and cultural services listed above in Question #11 do you think are most important for the City to provide? (Sum of Top Three Choices)

N=2060

	Q17a. Have you visited an Austin City park?			Q17b. Have you participated in a City of Austin recreation program...			Q17d. Have you visited a City pool?			Q17e. Have you visited a City recreation center?			Total
	Yes	No	Don't know	Yes	No	Don't know	Yes	No	Don't know	Yes	No	Don't know	
<u>Sum of Top Three Choices (Cont.)</u>													
Overall satisfaction with City swimming pools	14.6%	10.7%	25.0%	17.2%	11.7%	19.6%	20.1%	7.2%	8.7%	16.1%	12.7%	7.1%	14.2%
Satisfaction with aquatic programs	2.8%	1.2%	8.3%	3.5%	2.0%	2.0%	3.4%	1.7%	0.0%	3.5%	1.9%	2.4%	2.6%
Quality of facilities, such as picnic shelters & playgrounds, at City parks	17.2%	13.9%	8.3%	16.4%	17.5%	7.8%	16.2%	17.3%	21.7%	18.5%	15.3%	14.3%	16.8%
Cleanliness of library facilities	4.3%	5.7%	8.3%	3.5%	5.2%	2.0%	3.4%	5.6%	8.7%	3.8%	5.2%	2.4%	4.5%
Library programs	16.9%	12.3%	0.0%	19.5%	13.9%	15.7%	15.1%	18.1%	0.0%	16.8%	15.6%	21.4%	16.3%
Materials at libraries	17.3%	15.2%	16.7%	18.1%	16.5%	11.8%	16.0%	18.6%	4.3%	17.7%	16.7%	11.9%	17.0%
Library hours	9.2%	11.1%	8.3%	9.0%	9.5%	15.7%	8.5%	10.4%	13.0%	8.9%	9.8%	9.5%	9.4%
None chosen	20.3%	54.9%	50.0%	17.1%	29.9%	29.4%	19.1%	31.1%	30.4%	20.3%	28.7%	19.0%	24.6%

Q2. Overall Satisfaction with Major City Services (Without "Don't Know")

N=2060	Q17c. Have you visited an Austin library facility?			Total
	Yes	No	Don't know	
<u>Q2b. Overall quality of City libraries</u>				
Very Satisfied	28.2%	16.8%	10.0%	25.8%
Satisfied	48.5%	39.3%	40.0%	46.7%
Neutral	18.3%	36.7%	40.0%	22.0%
Dissatisfied	4.1%	4.0%	10.0%	4.1%
Very Dissatisfied	1.0%	3.2%	0.0%	1.4%

Q3. Which THREE of the items in Question #2 do you think are most important for the city to provide? (Sum of Top Three Choices)

N=2060	Q17c. Have you visited an Austin library facility?			Total
	Yes	No	Don't know	
<u>Sum of Top Three Choices</u>				
Overall quality of parks & recreation programs & facilities	21.0%	15.2%	21.7%	19.5%
Overall quality of City libraries	9.3%	2.7%	8.7%	7.5%
Overall quality of public safety services	52.8%	54.6%	56.5%	53.3%
Overall quality of municipal court services	5.1%	3.8%	4.3%	4.8%
Overall quality of the Austin-Bergstrom International Airport	5.2%	5.4%	8.7%	5.3%
Overall quality of drinking water provided by Austin Water Utility	38.0%	35.8%	52.2%	37.5%
Overall quality of wastewater services provided by Austin Water Utility	6.9%	8.1%	17.4%	7.3%

Q3. Which THREE of the items in Question #2 do you think are most important for the city to provide? (Sum of Top Three Choices)

N=2060	Q17c. Have you visited an Austin library facility?			Total
	Yes	No	Don't know	
<u>Sum of Top Three Choices (Cont.)</u>				
Overall quality of electric utility services provided by Austin Energy	23.3%	24.7%	21.7%	23.6%
Overall maintenance of City streets & sidewalks	33.6%	35.8%	43.5%	34.3%
Overall management of stormwater runoff	6.2%	6.4%	4.3%	6.3%
Overall effectiveness of communication by the City of Austin	6.8%	7.9%	4.3%	7.1%
Overall quality of health & human services provided by the City	21.1%	19.0%	13.0%	20.4%
Overall quality of planning, development review, permitting and inspection services	21.9%	21.6%	21.7%	21.8%
Animal Services	5.7%	6.3%	0.0%	5.8%
None chosen	16.7%	22.4%	4.3%	18.1%

Q11. Recreation and Cultural Services (Without "Don't Know")

N=2060	Q17c. Have you visited an Austin library facility?			<u>Total</u>
			Don't	
	<u>Yes</u>	<u>No</u>	<u>know</u>	

Q11. Cleanliness of library facilities

Very Satisfied	29.7%	18.7%	0.0%	27.9%
Satisfied	50.0%	44.6%	66.7%	49.2%
Neutral	16.8%	33.1%	33.3%	19.4%
Dissatisfied	3.0%	2.0%	0.0%	2.8%
Very Dissatisfied	0.5%	1.6%	0.0%	0.7%

Q11. Recreation and Cultural Services (Without "Don't Know")

N=2060	Q17c. Have you visited an Austin library facility?			Total
	Yes	No	Don't know	
<u>Q11m. Library programs</u>				
Very Satisfied	26.2%	15.9%	0.0%	24.5%
Satisfied	49.1%	37.7%	40.0%	47.3%
Neutral	19.9%	41.8%	40.0%	23.3%
Dissatisfied	3.9%	2.7%	0.0%	3.7%
Very Dissatisfied	1.0%	1.8%	20.0%	1.2%

Q11. Recreation and Cultural Services (Without "Don't Know")

N=2060	Q17c. Have you visited an Austin library facility?			Total
	Yes	No	Don't know	
<u>Q11n. Materials at libraries</u>				
Very Satisfied	24.8%	13.2%	0.0%	23.0%
Satisfied	47.9%	39.7%	33.3%	46.6%
Neutral	19.6%	40.2%	50.0%	22.7%
Dissatisfied	6.3%	4.7%	0.0%	6.1%
Very Dissatisfied	1.4%	2.1%	16.7%	1.6%

Q11. Recreation and Cultural Services (Without "Don't Know")

N=2060	Q17c. Have you visited an Austin library facility?			Total
	Yes	No	Don't know	
<u>Q11o. Library hours</u>				
Very Satisfied	20.3%	10.3%	0.0%	18.8%
Satisfied	43.7%	40.1%	50.0%	43.2%
Neutral	23.9%	41.8%	33.3%	26.6%
Dissatisfied	9.7%	4.3%	0.0%	8.8%
Very Dissatisfied	2.3%	3.4%	16.7%	2.5%

Q12. Which THREE of the recreation and cultural services listed above in Question #11 do you think are most important for the City to provide? (Sum of Top Three Choices)

N=2060	Q17c. Have you visited an Austin library facility?			Total
	Yes	No	Don't know	
<u>Sum of Top Three Choices</u>				
Number of City parks	24.8%	23.1%	30.4%	24.4%
Number of walking/biking trails	21.6%	22.5%	21.7%	21.8%
Appearance of park grounds in Austin	18.2%	19.1%	21.7%	18.5%
Quality of parks & recreation programs offered by the Austin Parks Department	27.6%	28.4%	17.4%	27.7%
Quality of youth athletic programs offered by the City	16.8%	17.5%	13.0%	17.0%
Quality of adult athletic programs offered by the City	5.9%	6.8%	4.3%	6.1%
Quality of outdoor athletic fields	4.5%	4.3%	13.0%	4.5%
Safety in City parks & park facilities	41.1%	41.7%	30.4%	41.2%

Q12. Which THREE of the recreation and cultural services listed above in Question #11 do you think are most important for the City to provide? (Sum of Top Three Choices)

N=2060	Q17c. Have you visited an Austin library facility?			Total
	Yes	No	Don't know	
	<u>Sum of Top Three Choices (Cont.)</u>			
Overall satisfaction with City swimming pools	14.8%	12.5%	13.0%	14.2%
Satisfaction with aquatic programs	2.6%	2.7%	0.0%	2.6%
Quality of facilities, such as picnic shelters & playgrounds, at City parks	16.0%	19.1%	8.7%	16.8%
Cleanliness of library facilities	5.4%	2.0%	4.3%	4.5%
Library programs	19.4%	8.4%	8.7%	16.3%
Materials at libraries	21.2%	6.6%	4.3%	17.0%
Library hours	11.5%	3.9%	8.7%	9.4%
None chosen	20.4%	35.2%	34.8%	24.6%

Q15. Customer Service (Without "Don't Know")

N=2060	Q17c. Have you visited an Austin library facility?			Total
	Yes	No	Don't know	
<u>Q15c. Helpfulness of library staff</u>				
Very Satisfied	44.6%	20.5%	50.0%	41.4%
Satisfied	38.6%	34.8%	0.0%	38.0%
Neutral	14.4%	41.9%	50.0%	18.2%
Dissatisfied	1.9%	1.9%	0.0%	1.9%
Very Dissatisfied	0.4%	1.0%	0.0%	0.5%

Q2. Overall Satisfaction with Major City Services (Without "Don't Know")

N=2060	Q17f. Have you had contact with the City of Austin Municipal Court?			<u>Total</u>
			Don't know	
	<u>Yes</u>	<u>No</u>		<u>_____</u>

Q2d. Overall quality of municipal court services (i.e. traffic, collection, fine collection)

Very Satisfied	12.1%	12.4%	4.5%	12.1%
Satisfied	37.2%	40.7%	27.3%	39.0%
Neutral	35.0%	36.5%	50.0%	36.1%
Dissatisfied	10.3%	6.0%	0.0%	7.8%
Very Dissatisfied	5.4%	4.3%	18.2%	5.0%

Q3. Which THREE of the items in Question #2 do you think are most important for the city to provide? (Sum of Top Three Choices)

N=2060	Q17f. Have you had contact with the City of Austin Municipal Court?			Total
	Yes	No	Don't know	
<u>Sum of Top Three Choices</u>				
Overall quality of parks & recreation programs & facilities	17.8%	20.3%	26.3%	19.5%
Overall quality of City libraries	5.8%	8.6%	5.3%	7.5%
Overall quality of public safety services	51.1%	54.9%	42.1%	53.3%
Overall quality of municipal court services	6.1%	4.0%	5.3%	4.8%
Overall quality of the Austin-Bergstrom International Airport	5.3%	5.0%	15.8%	5.3%
Overall quality of drinking water provided by Austin Water Utility	38.7%	36.8%	36.8%	37.5%
Overall quality of wastewater services provided by Austin Water Utility	7.5%	7.4%	2.6%	7.3%

Q3. Which THREE of the items in Question #2 do you think are most important for the city to provide? (Sum of Top Three Choices)

N=2060	Q17f. Have you had contact with the City of Austin Municipal Court?			Total
	Yes	No	Don't know	
	<u>Sum of Top Three Choices (Cont.)</u>			
Overall quality of electric utility services provided by Austin Energy	26.5%	22.4%	7.9%	23.6%
Overall maintenance of City streets & sidewalks	34.9%	33.7%	44.7%	34.3%
Overall management of stormwater runoff	5.8%	6.4%	10.5%	6.3%
Overall effectiveness of communication by the City of Austin	7.4%	6.9%	7.9%	7.1%
Overall quality of health & human services provided by the City	19.2%	21.1%	23.7%	20.4%
Overall quality of planning, development review, permitting and inspection services	26.0%	19.2%	28.9%	21.8%
Animal Services	5.9%	5.8%	2.6%	5.8%
None chosen	15.4%	19.9%	13.2%	18.1%

Q16. Other City Services (Without "Don't Know")

N=2060	Q17f. Have you had contact with the City of Austin Municipal Court?			<u>Total</u>
			Don't know	
	<u>Yes</u>	<u>No</u>		<u>_____</u>

Q16h. The City's efforts to support diversity by serving people equally regardless of their race, religion, ethnicity, age, or abilities

Very Satisfied	13.8%	17.6%	9.5%	16.0%
Satisfied	35.8%	33.9%	23.8%	34.5%
Neutral	30.0%	31.7%	42.9%	31.1%
Dissatisfied	11.7%	9.8%	4.8%	10.5%
Very Dissatisfied	8.7%	7.0%	19.0%	7.8%

Q1. Perceptions of the Community (Without "Don't Know")

N=2060	Q17g. Have you had contact with the City for Code Enforcement?			Total
	Yes	No	Don't know	
<u>Q1g. How well the City of Austin is planning growth</u>				
Very Satisfied	6.3%	6.7%	5.3%	6.5%
Satisfied	13.7%	16.4%	17.5%	15.7%
Neutral	19.2%	23.9%	24.6%	22.7%
Dissatisfied	28.2%	29.3%	26.3%	29.0%
Very Dissatisfied	32.7%	23.6%	26.3%	26.1%

Q2. Overall Satisfaction with Major City Services (Without "Don't Know")

N=2060

Q17g. Have you had contact with the City for Code Enforcement?			Total
Yes	No	Don't know	

Q2m. Overall quality of planning, development review, permitting and inspection services

Very Satisfied	6.6%	5.3%	2.3%	5.6%
Satisfied	15.1%	21.9%	23.3%	19.9%
Neutral	26.4%	39.0%	37.2%	35.1%
Dissatisfied	28.1%	19.4%	30.2%	22.3%
Very Dissatisfied	23.8%	14.5%	7.0%	17.1%

Q3. Which THREE of the items in Question #2 do you think are most important for the city to provide? (Sum of Top Three Choices)

N=2060	Q17g. Have you had contact with the City for Code Enforcement?			Total
	Yes	No	Don't know	
<u>Sum of Top Three Choices</u>				
Overall quality of parks & recreation programs & facilities	20.1%	19.4%	14.5%	19.5%
Overall quality of City libraries	6.6%	7.9%	6.5%	7.5%
Overall quality of public safety services	50.6%	54.7%	45.2%	53.3%
Overall quality of municipal court services	5.2%	4.6%	4.8%	4.8%
Overall quality of the Austin-Bergstrom International Airport	4.8%	5.1%	14.5%	5.3%
Overall quality of drinking water provided by Austin Water Utility	37.3%	37.8%	32.3%	37.5%
Overall quality of wastewater services provided by Austin Water Utility	5.7%	7.9%	8.1%	7.3%

Q3. Which THREE of the items in Question #2 do you think are most important for the city to provide? (Sum of Top Three Choices)

N=2060	Q17g. Have you had contact with the City for Code Enforcement?			Total
	Yes	No	Don't know	
	<u>Sum of Top Three Choices (Cont.)</u>			
Overall quality of electric utility services provided by Austin Energy	23.5%	24.1%	12.9%	23.6%
Overall maintenance of City streets & sidewalks	35.7%	33.3%	45.2%	34.3%
Overall management of stormwater runoff	6.3%	6.2%	6.5%	6.3%
Overall effectiveness of communication by the City of Austin	8.4%	6.6%	6.5%	7.1%
Overall quality of health & human services provided by the City	18.5%	21.1%	22.6%	20.4%
Overall quality of planning, development review, permitting and inspection services	26.4%	20.1%	21.0%	21.8%
Animal Services	5.9%	5.8%	4.8%	5.8%
None chosen	15.4%	19.0%	21.0%	18.1%

Q5. Maintenance and Appearance of the City (Without "Don't Know")

N=2060	Q17g. Have you had contact with the City for Code Enforcement?			<u>Total</u>
			Don't know	
	<u>Yes</u>	<u>No</u>		

Q5h. Enforcement of local codes and ordinances

Very Satisfied	6.4%	6.2%	10.5%	6.4%
Satisfied	25.8%	29.8%	28.9%	28.6%
Neutral	32.8%	43.3%	42.1%	40.1%
Dissatisfied	19.4%	13.2%	7.9%	15.0%
Very Dissatisfied	15.6%	7.5%	10.5%	10.0%

Q6. Which THREE of the items listed above in Question #5 do you think are most important for the City to provide? (Sum of Top Three Choices)

N=2060	Q17g. Have you had contact with the City for Code Enforcement?			Total
	Yes	No	Don't know	
<u>Sum of Top Three Choices</u>				
Condition of major City streets	58.0%	58.6%	56.5%	58.3%
Condition of streets in your neighborhood	30.7%	28.5%	29.0%	29.1%
Condition of sidewalks in your neighborhood	15.6%	18.0%	25.8%	17.6%
Timing of traffic signals on City streets	32.0%	32.7%	29.0%	32.4%
Traffic flow on major City streets	62.3%	63.6%	54.8%	63.0%
Pedestrian accessibility	23.5%	24.4%	17.7%	24.0%
Bicycle accessibility	17.6%	16.2%	16.1%	16.6%
Enforcement of local codes & ordinances	28.2%	18.2%	11.3%	20.7%
None chosen	12.2%	16.0%	25.8%	15.2%

Q13. Residential and Neighborhood Services (Without "Don't Know")

N=2060	Q17g. Have you had contact with the City for Code Enforcement?			Total
	Yes	No	Don't know	
<u>Q13h. Cleanliness of City streets and public areas</u>				
Very Satisfied	15.2%	14.5%	21.2%	14.9%
Satisfied	40.8%	52.0%	46.2%	48.8%
Neutral	25.8%	22.6%	13.5%	23.3%
Dissatisfied	14.4%	8.5%	11.5%	10.2%
Very Dissatisfied	3.8%	2.4%	7.7%	3.0%

Q13. Residential and Neighborhood Services (Without "Don't Know")

N=2060	Q17g. Have you had contact with the City for Code Enforcement?			Total
	Yes	No	Don't know	
<u>Q13i. Cleanliness of your neighborhood</u>				
Very Satisfied	21.7%	24.6%	34.6%	24.1%
Satisfied	43.5%	49.0%	38.5%	47.3%
Neutral	16.5%	15.8%	7.7%	15.8%
Dissatisfied	12.8%	7.7%	11.5%	9.2%
Very Dissatisfied	5.5%	2.9%	7.7%	3.7%

Q13. Residential and Neighborhood Services (Without "Don't Know")

N=2060	Q17g. Have you had contact with the City for Code Enforcement?			Total
	Yes	No	Don't know	

Q13j. Code enforcement of weed lots, abandoned vehicles, graffiti and dilapidated buildings

Very Satisfied	9.5%	10.3%	17.5%	10.2%
Satisfied	26.8%	32.9%	25.0%	30.9%
Neutral	22.9%	31.7%	20.0%	28.8%
Dissatisfied	23.3%	18.2%	17.5%	19.7%
Very Dissatisfied	17.6%	6.8%	20.0%	10.3%

Q14. Which THREE of the residential and neighborhood services listed above in Question #13 do you think are most important for the City to provide?(Sum of Top Three Choices)

N=2060	Q17g. Have you had contact with the City for Code Enforcement?			Total
	Yes	No	Don't know	
<u>Sum of Top Three Choices</u>				
Quality of residential garbage collection	37.9%	39.1%	40.3%	38.8%
Quality of residential yard waste collection	8.1%	7.3%	4.8%	7.4%
Quality of residential curbside recycling services	16.2%	17.3%	14.5%	16.9%
Household hazardous waste disposal service	9.9%	10.9%	8.1%	10.5%
Bulky item pick-up/removal services	12.0%	9.0%	11.3%	9.9%
Reliability of your electric service	37.5%	39.1%	33.9%	38.5%
Safety of your drinking water	53.3%	55.9%	45.2%	54.9%
Cleanliness of City streets & public areas	34.3%	27.0%	35.5%	29.2%
Cleanliness of your neighborhood	20.5%	17.0%	24.2%	18.2%

Q14. Which THREE of the residential and neighborhood services listed above in Question #13 do you think are most important for the City to provide?(Sum of Top Three Choices)

N=2060	Q17g. Have you had contact with the City for Code Enforcement?			Total
	Yes	No	Don't know	

Sum of Top Three Choices (Cont.)

Code enforcement of weed lots, abandoned vehicles, graffiti & dilapidated buildings	35.9%	23.7%	16.1%	26.8%
None chosen	12.9%	24.4%	24.2%	21.3%

Q15. Customer Service (Without "Don't Know")

N=2060	Q17g. Have you had contact with the City for Code Enforcement?			<u>Total</u>
	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	

Q15f. Review services for residential and commercial building plans

Very Satisfied	9.1%	9.1%	13.0%	9.1%
Satisfied	15.8%	25.7%	21.7%	22.2%
Neutral	31.7%	39.7%	34.8%	36.9%
Dissatisfied	19.5%	15.3%	26.1%	17.0%
Very Dissatisfied	23.9%	10.2%	4.3%	14.8%

Q16. Other City Services (Without "Don't Know")

N=2060	Q17g. Have you had contact with the City for Code Enforcement?			<u>Total</u>
	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	

Q16e. Food Safety Inspection program

Very Satisfied	9.2%	13.9%	17.4%	12.6%
Satisfied	39.7%	36.2%	26.1%	37.1%
Neutral	37.8%	39.1%	39.1%	38.7%
Dissatisfied	9.0%	8.2%	8.7%	8.4%
Very Dissatisfied	4.3%	2.5%	8.7%	3.2%

Q16. Other City Services (Without "Don't Know")

N=2060	Q17g. Have you had contact with the City for Code Enforcement?			Total
	Yes	No	Don't know	
<u>Q16g. Accessibility of municipal court services</u>				
Very Satisfied	9.9%	9.9%	3.8%	9.8%
Satisfied	31.9%	37.3%	30.8%	35.5%
Neutral	40.3%	40.9%	50.0%	40.9%
Dissatisfied	11.0%	9.0%	11.5%	9.7%
Very Dissatisfied	6.9%	2.8%	3.8%	4.1%

Q2. Overall Satisfaction with Major City Services (Without "Don't Know")

N=2060	Q17h. Have you visited the Austin-Bergstrom International Airport?			<u>Total</u>
			Don't	
	<u>Yes</u>	<u>No</u>	<u>know</u>	

Q2e. Overall quality of the Austin-Bergstrom International Airport

Very Satisfied	35.0%	27.2%	11.1%	34.1%
Satisfied	48.6%	44.6%	33.3%	48.1%
Neutral	12.7%	25.4%	44.4%	14.3%
Dissatisfied	3.1%	0.9%	0.0%	2.8%
Very Dissatisfied	0.6%	1.9%	11.1%	0.8%

Q3. Which THREE of the items in Question #2 do you think are most important for the city to provide? (Sum of Top Three Choices)

N=2060	Q17h. Have you visited the Austin-Bergstrom International Airport?			Total
	Yes	No	Don't know	
	<u>Sum of Top Three Choices</u>			
Overall quality of parks & recreation programs & facilities	20.4%	13.9%	16.7%	19.5%
Overall quality of City libraries	7.8%	6.3%	0.0%	7.5%
Overall quality of public safety services	54.6%	46.2%	33.3%	53.3%
Overall quality of municipal court services	4.6%	5.6%	8.3%	4.8%
Overall quality of the Austin-Bergstrom International Airport	5.9%	1.4%	8.3%	5.3%
Overall quality of drinking water provided by Austin Water Utility	37.9%	35.1%	41.7%	37.5%
Overall quality of wastewater services provided by Austin Water Utility	7.2%	8.3%	8.3%	7.3%

Q3. Which THREE of the items in Question #2 do you think are most important for the city to provide? (Sum of Top Three Choices)

N=2060	Q17h. Have you visited the Austin-Bergstrom International Airport?			Total
	Yes	No	Don't know	
	<u>Sum of Top Three Choices (Cont.)</u>			
Overall quality of electric utility services provided by Austin Energy	23.4%	25.3%	16.7%	23.6%
Overall maintenance of City streets & sidewalks	33.8%	37.2%	50.0%	34.3%
Overall management of stormwater runoff	5.7%	9.7%	0.0%	6.3%
Overall effectiveness of communication by the City of Austin	7.7%	3.8%	0.0%	7.1%
Overall quality of health & human services provided by the City	19.8%	24.0%	25.0%	20.4%
Overall quality of planning, development review, permitting and inspection services	23.2%	13.5%	25.0%	21.8%
Animal Services	5.4%	8.3%	0.0%	5.8%
None chosen	16.4%	28.5%	16.7%	18.1%

Q15. Customer Service (Without "Don't Know")

N=2060	<u>Q17i. Have you called 3-1-1?</u>			<u>Total</u>
	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	
<u>Q15a. Austin Energy customer service</u>				
Very Satisfied	20.5%	22.3%	9.1%	21.0%
Satisfied	46.2%	48.8%	18.2%	46.8%
Neutral	21.6%	20.3%	54.5%	21.4%
Dissatisfied	6.7%	6.0%	18.2%	6.5%
Very Dissatisfied	4.9%	2.7%	0.0%	4.2%

Q15. Customer Service (Without "Don't Know")

N=2060	<u>Q17i. Have you called 3-1-1?</u>			<u>Total</u>
	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	
<u>Q15b. Water and wastewater utility customer service</u>				
Very Satisfied	20.0%	21.0%	0.0%	20.1%
Satisfied	44.8%	49.9%	35.7%	46.3%
Neutral	25.4%	22.7%	50.0%	24.8%
Dissatisfied	6.2%	4.7%	7.1%	5.7%
Very Dissatisfied	3.7%	1.7%	7.1%	3.1%

Q15. Customer Service (Without "Don't Know")

N=2060	<u>Q17i. Have you called 3-1-1?</u>			<u>Total</u>
	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	
<u>Q15d. Overall quality of customer service provided by the City of Austin</u>				
Very Satisfied	17.9%	17.0%	0.0%	17.5%
Satisfied	47.4%	48.3%	28.6%	47.6%
Neutral	26.3%	28.5%	71.4%	27.3%
Dissatisfied	5.9%	4.4%	0.0%	5.4%
Very Dissatisfied	2.5%	1.8%	0.0%	2.2%

Q15. Customer Service (Without "Don't Know")

N=2060	<u>Q17i. Have you called 3-1-1?</u>			<u>Total</u>
	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	
<u>Q15e. Services provided by the City's 3-1-1 assistance telephone number</u>				
Very Satisfied	35.7%	21.9%	11.1%	33.0%
Satisfied	43.2%	40.0%	33.3%	42.6%
Neutral	12.6%	33.2%	44.4%	16.7%
Dissatisfied	6.6%	3.5%	11.1%	6.0%
Very Dissatisfied	1.8%	1.3%	0.0%	1.7%

Q2. Overall Satisfaction with Major City Services (Without "Don't Know")

N=2060	<u>Q17j. Have you called 9-1-1?</u>			<u>Total</u>
	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	
<u>Q2c. Overall quality of public safety services</u>				
Very Satisfied	29.4%	23.2%	22.7%	25.9%
Satisfied	47.1%	51.3%	54.5%	49.5%
Neutral	15.5%	20.8%	13.6%	18.4%
Dissatisfied	4.6%	3.1%	4.5%	3.8%
Very Dissatisfied	3.4%	1.6%	4.5%	2.4%

Q3. Which THREE of the items in Question #2 do you think are most important for the city to provide? (Sum of Top Three Choices)

N=2060	<u>Q17j. Have you called 9-1-1?</u>			<u>Total</u>
	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	
<u>Sum of Top Three Choices</u>				
Overall quality of parks & recreation programs & facilities	18.5%	20.5%	4.0%	19.5%
Overall quality of City libraries	7.2%	7.9%	0.0%	7.5%
Overall quality of public safety services	53.3%	53.6%	40.0%	53.3%
Overall quality of municipal court services	5.1%	4.5%	8.0%	4.8%
Overall quality of the Austin-Bergstrom International Airport	5.9%	4.7%	12.0%	5.3%
Overall quality of drinking water provided by Austin Water Utility	34.7%	39.4%	48.0%	37.5%
Overall quality of wastewater services provided by Austin Water Utility	6.8%	7.7%	8.0%	7.3%

Q3. Which THREE of the items in Question #2 do you think are most important for the city to provide? (Sum of Top Three Choices)

N=2060	<u>Q17j. Have you called 9-1-1?</u>			<u>Total</u>
	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	
<u>Sum of Top Three Choices (Cont.)</u>				
Overall quality of electric utility services provided by Austin Energy	24.9%	22.9%	12.0%	23.6%
Overall maintenance of City streets & sidewalks	34.3%	34.4%	32.0%	34.3%
Overall management of stormwater runoff	6.9%	5.8%	4.0%	6.3%
Overall effectiveness of communication by the City of Austin	8.3%	6.2%	8.0%	7.1%
Overall quality of health & human services provided by the City	21.5%	19.6%	24.0%	20.4%
Overall quality of planning, development review, permitting and inspection services	21.8%	21.8%	24.0%	21.8%
Animal Services	6.3%	5.2%	12.0%	5.8%
None chosen	16.6%	19.3%	16.0%	18.1%

Q4. Feeling of Safety (Without "Don't Know")

N=2060	<u>Q17j. Have you called 9-1-1?</u>			<u>Total</u>
	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	
<u>Q4a. I feel safe in my neighborhood during the day</u>				
Strongly Agree	44.8%	53.6%	40.0%	49.7%
Agree	41.6%	39.4%	52.0%	40.5%
Neutral	7.9%	4.6%	8.0%	6.0%
Disagree	4.4%	1.6%	0.0%	2.8%
Strongly Disagree	1.3%	0.8%	0.0%	1.0%

Q4. Feeling of Safety (Without "Don't Know")

N=2060	<u>Q17j. Have you called 9-1-1?</u>			<u>Total</u>
	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	
<u>Q4b. I feel safe in my neighborhood at night</u>				
Strongly Agree	26.6%	35.8%	24.0%	31.8%
Agree	41.3%	43.5%	68.0%	42.9%
Neutral	16.2%	12.3%	4.0%	13.9%
Disagree	11.0%	5.9%	4.0%	8.0%
Strongly Disagree	4.9%	2.4%	0.0%	3.4%

Q4. Feeling of Safety (Without "Don't Know")

N=2060	<u>Q17j. Have you called 9-1-1?</u>			<u>Total</u>
	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	
<u>Q4c. I feel safe in City parks</u>				
Strongly Agree	17.6%	19.8%	19.0%	18.9%
Agree	43.6%	47.0%	57.1%	45.7%
Neutral	27.4%	23.6%	23.8%	25.2%
Disagree	8.3%	7.2%	0.0%	7.6%
Strongly Disagree	3.0%	2.4%	0.0%	2.7%

Q4. Feeling of Safety (Without "Don't Know")

N=2060	<u>Q17j. Have you called 9-1-1?</u>			<u>Total</u>
	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	
<u>Q4d. I feel safe walking alone downtown during the day</u>				
Strongly Agree	32.6%	36.7%	25.0%	34.9%
Agree	42.3%	42.0%	58.3%	42.3%
Neutral	15.8%	12.9%	12.5%	14.1%
Disagree	7.0%	5.5%	4.2%	6.1%
Strongly Disagree	2.3%	2.9%	0.0%	2.6%

Q4. Feeling of Safety (Without "Don't Know")

N=2060	<u>Q17j. Have you called 9-1-1?</u>			<u>Total</u>
	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	
<u>Q4e. I feel safe walking alone downtown at night</u>				
Strongly Agree	7.1%	7.9%	10.0%	7.6%
Agree	19.3%	21.5%	25.0%	20.6%
Neutral	27.7%	26.5%	30.0%	27.0%
Disagree	28.6%	28.4%	25.0%	28.4%
Strongly Disagree	17.4%	15.7%	10.0%	16.3%

Q7. Public Safety Services: Fire and Emergency Medical Services (EMS) (Without "Don't Know")

N=2060	<u>Q17j. Have you called 9-1-1?</u>			<u>Total</u>
	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	
<u>Q7a. Overall quality of police services</u>				
Very Satisfied	24.2%	21.9%	18.2%	22.8%
Satisfied	46.9%	51.1%	68.2%	49.5%
Neutral	18.5%	20.7%	9.1%	19.6%
Dissatisfied	6.9%	4.3%	0.0%	5.3%
Very Dissatisfied	3.6%	2.1%	4.5%	2.8%

Q7. Public Safety Services: Fire and Emergency Medical Services (EMS) (Without "Don't Know")

N=2060	<u>Q17j. Have you called 9-1-1?</u>			<u>Total</u>
	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	
<u>Q7b. Speed of emergency police response</u>				
Very Satisfied	26.0%	23.3%	25.0%	24.6%
Satisfied	41.8%	43.3%	50.0%	42.6%
Neutral	20.4%	26.7%	12.5%	23.5%
Dissatisfied	7.8%	5.6%	0.0%	6.6%
Very Dissatisfied	4.0%	1.1%	12.5%	2.6%

Q7. Public Safety Services: Fire and Emergency Medical Services (EMS) (Without "Don't Know")

N=2060	<u>Q17j. Have you called 9-1-1?</u>			<u>Total</u>
	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	
<u>Q7c. Enforcement of local traffic laws</u>				
Very Satisfied	12.9%	12.6%	4.8%	12.7%
Satisfied	38.3%	40.2%	47.6%	39.5%
Neutral	29.8%	31.4%	33.3%	30.7%
Dissatisfied	14.0%	12.1%	9.5%	12.9%
Very Dissatisfied	5.0%	3.6%	4.8%	4.3%

Q7. Public Safety Services: Fire and Emergency Medical Services (EMS) (Without "Don't Know")

N=2060	<u>Q17j. Have you called 9-1-1?</u>			<u>Total</u>
	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	
<u>Q7d. Overall quality of fire services</u>				
Very Satisfied	40.2%	35.6%	29.4%	37.6%
Satisfied	46.4%	50.1%	64.7%	48.6%
Neutral	11.7%	14.0%	5.9%	12.9%
Dissatisfied	1.2%	0.2%	0.0%	0.7%
Very Dissatisfied	0.4%	0.1%	0.0%	0.2%

Q7. Public Safety Services: Fire and Emergency Medical Services (EMS) (Without "Don't Know")

N=2060	<u>Q17j. Have you called 9-1-1?</u>			<u>Total</u>
	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	
<u>Q7e. Timeliness of Fire response to emergency location</u>				
Very Satisfied	43.7%	38.5%	26.7%	40.9%
Satisfied	41.6%	44.9%	66.7%	43.5%
Neutral	13.4%	15.8%	6.7%	14.6%
Dissatisfied	0.8%	0.7%	0.0%	0.8%
Very Dissatisfied	0.4%	0.1%	0.0%	0.3%

Q7. Public Safety Services: Fire and Emergency Medical Services (EMS) (Without "Don't Know")

N=2060	<u>Q17j. Have you called 9-1-1?</u>			<u>Total</u>
	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	
<u>Q7f. Medical assistance provided by EMS</u>				
Very Satisfied	43.9%	37.0%	21.1%	40.1%
Satisfied	42.0%	46.0%	63.2%	44.4%
Neutral	11.7%	15.9%	15.8%	13.9%
Dissatisfied	1.5%	0.9%	0.0%	1.2%
Very Dissatisfied	0.8%	0.1%	0.0%	0.5%

Q7. Public Safety Services: Fire and Emergency Medical Services (EMS) (Without "Don't Know")

N=2060	<u>Q17j. Have you called 9-1-1?</u>			<u>Total</u>
	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	
<u>Q7g. Timeliness of EMS response to emergency location</u>				
Very Satisfied	44.4%	37.9%	18.8%	40.9%
Satisfied	41.5%	44.3%	62.5%	43.1%
Neutral	12.3%	16.8%	18.8%	14.6%
Dissatisfied	1.1%	0.9%	0.0%	1.0%
Very Dissatisfied	0.7%	0.1%	0.0%	0.4%

Q8. Which TWO of the public safety services listed above in Question #7 do you think are most important for the City to provide? (Sum of Top Two Choices)

N=2060	<u>Q17j. Have you called 9-1-1?</u>			<u>Total</u>
	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	
<u>Sum of Top Two Choices</u>				
Overall quality of police services	43.6%	45.1%	28.0%	44.2%
Speed of emergency police response	35.3%	30.3%	40.0%	32.5%
Enforcement of local traffic laws	10.9%	9.6%	4.0%	10.1%
Overall quality of fire services	22.1%	23.0%	20.0%	22.6%
Timeliness of Fire response to emergency location	23.1%	22.1%	28.0%	22.6%
Medical assistance provided by EMS	17.6%	18.8%	8.0%	18.2%
Timeliness of EMS response to emergency location	23.1%	21.9%	16.0%	22.3%
None chosen	12.8%	16.5%	28.0%	15.0%

Q9. Environmental Services (Without (Don't Know))

N=2060	<u>Q17j. Have you called 9-1-1?</u>			<u>Total</u>
	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	
<u>Q9a. Water and wastewater utility response time to emergencies</u>				
Very Satisfied	14.4%	14.3%	8.3%	14.3%
Satisfied	40.1%	44.8%	50.0%	42.7%
Neutral	35.0%	32.6%	25.0%	33.6%
Dissatisfied	7.4%	6.3%	16.7%	6.9%
Very Dissatisfied	3.1%	2.0%	0.0%	2.5%

Q15. Customer Service (Without "Don't Know")

N=2060	<u>Q17j. Have you called 9-1-1?</u>			<u>Total</u>
	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	

Q15d. Overall quality of customer service provided by the City of Austin

Very Satisfied	18.4%	16.9%	6.7%	17.5%
Satisfied	44.4%	50.0%	53.3%	47.6%
Neutral	27.9%	26.7%	40.0%	27.3%
Dissatisfied	6.3%	4.8%	0.0%	5.4%
Very Dissatisfied	3.0%	1.6%	0.0%	2.2%

Q2. Overall Satisfaction with Major City Services (Without "Don't Know")

N=2060	Q17k. Have you had contact with the Austin Police Department?			<u>Total</u>
	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	

Q2c. Overall quality of public safety services

Very Satisfied	26.3%	25.3%	23.5%	25.9%
Satisfied	48.8%	50.7%	41.2%	49.5%
Neutral	16.5%	21.2%	23.5%	18.4%
Dissatisfied	5.0%	1.8%	5.9%	3.8%
Very Dissatisfied	3.3%	1.0%	5.9%	2.4%

Q3. Which THREE of the items in Question #2 do you think are most important for the city to provide? (Sum of Top Three Choices)

N=2060	Q17k. Have you had contact with the Austin Police Department?			Total
	Yes	No	Don't know	
<u>Sum of Top Three Choices</u>				
Overall quality of parks & recreation programs & facilities	20.7%	17.6%	18.2%	19.5%
Overall quality of City libraries	7.4%	7.9%	0.0%	7.5%
Overall quality of public safety services	52.8%	54.5%	36.4%	53.3%
Overall quality of municipal court services	4.8%	4.7%	4.5%	4.8%
Overall quality of the Austin-Bergstrom International Airport	4.6%	6.1%	9.1%	5.3%
Overall quality of drinking water provided by Austin Water Utility	37.3%	37.7%	40.9%	37.5%
Overall quality of wastewater services provided by Austin Water Utility	7.6%	7.1%	4.5%	7.3%

Q3. Which THREE of the items in Question #2 do you think are most important for the city to provide? (Sum of Top Three Choices)

N=2060	Q17k. Have you had contact with the Austin Police Department?			Total
	Yes	No	Don't know	
	<u>Sum of Top Three Choices (Cont.)</u>			
Overall quality of electric utility services provided by Austin Energy	24.1%	23.5%	4.5%	23.6%
Overall maintenance of City streets & sidewalks	33.5%	35.8%	22.7%	34.3%
Overall management of stormwater runoff	6.1%	6.5%	4.5%	6.3%
Overall effectiveness of communication by the City of Austin	7.7%	6.2%	4.5%	7.1%
Overall quality of health & human services provided by the City	20.8%	19.7%	27.3%	20.4%
Overall quality of planning, development review, permitting and inspection services	23.7%	19.1%	22.7%	21.8%
Animal Services	5.9%	5.6%	4.5%	5.8%
None chosen	15.7%	21.2%	31.8%	18.1%

Q4. Feeling of Safety (Without "Don't Know")

N=2060	Q17k. Have you had contact with the Austin Police Department?			Total
	Yes	No	Don't know	
<u>Q4a. I feel safe in my neighborhood during the day</u>				
Strongly Agree	47.2%	53.4%	42.9%	49.7%
Agree	41.5%	38.9%	47.6%	40.5%
Neutral	6.6%	5.1%	9.5%	6.0%
Disagree	3.5%	1.8%	0.0%	2.8%
Strongly Disagree	1.1%	0.8%	0.0%	1.0%

Q4. Feeling of Safety (Without "Don't Know")

N=2060	Q17k. Have you had contact with the Austin Police Department?			Total
	Yes	No	Don't know	
<u>Q4b. I feel safe in my neighborhood at night</u>				
Strongly Agree	28.9%	35.9%	33.3%	31.8%
Agree	43.4%	41.9%	57.1%	42.9%
Neutral	13.9%	14.0%	4.8%	13.9%
Disagree	9.6%	5.9%	4.8%	8.0%
Strongly Disagree	4.3%	2.3%	0.0%	3.4%

Q4. Feeling of Safety (Without "Don't Know")

N=2060	Q17k. Have you had contact with the Austin Police Department?			Total
	Yes	No	Don't know	
<u>Q4c. I feel safe in City parks</u>				
Strongly Agree	17.8%	20.4%	21.1%	18.9%
Agree	44.9%	46.6%	52.6%	45.7%
Neutral	25.9%	24.2%	21.1%	25.2%
Disagree	8.1%	6.8%	5.3%	7.6%
Strongly Disagree	3.2%	1.9%	0.0%	2.7%

Q4. Feeling of Safety (Without "Don't Know")

N=2060	Q17k. Have you had contact with the Austin Police Department?			Total
	Yes	No	Don't know	
<u>Q4d. I feel safe walking alone downtown during the day</u>				
Strongly Agree	35.3%	34.3%	30.0%	34.9%
Agree	41.8%	43.0%	50.0%	42.3%
Neutral	13.9%	14.5%	10.0%	14.1%
Disagree	6.6%	5.4%	5.0%	6.1%
Strongly Disagree	2.3%	2.9%	5.0%	2.6%

Q4. Feeling of Safety (Without "Don't Know")

N=2060	Q17k. Have you had contact with the Austin Police Department?			Total
	Yes	No	Don't know	
<u>Q4e. I feel safe walking alone downtown at night</u>				
Strongly Agree	8.2%	6.8%	5.3%	7.6%
Agree	21.0%	19.4%	42.1%	20.6%
Neutral	26.6%	27.7%	21.1%	27.0%
Disagree	28.4%	28.9%	15.8%	28.4%
Strongly Disagree	15.8%	17.2%	15.8%	16.3%

Q5. Maintenance and Appearance of the City (Without "Don't Know")

N=2060	Q17k. Have you had contact with the Austin Police Department?			<u>Total</u>
	<hr/>			
	Yes	No	Don't know	

Q5h. Enforcement of local codes and ordinances

Very Satisfied	6.2%	6.9%	0.0%	6.4%
Satisfied	27.0%	31.0%	26.7%	28.6%
Neutral	38.5%	42.1%	60.0%	40.1%
Dissatisfied	16.8%	12.3%	6.7%	15.0%
Very Dissatisfied	11.5%	7.6%	6.7%	10.0%

Q7. Public Safety Services: Police Services (Without "Don't Know")

N=2060	Q17k. Have you had contact with the Austin Police Department?			<u>Total</u>
	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	

Q7a. Overall quality of police services

Very Satisfied	22.8%	22.9%	21.1%	22.8%
Satisfied	48.9%	50.4%	47.4%	49.5%
Neutral	18.7%	20.9%	21.1%	19.6%
Dissatisfied	6.3%	3.9%	5.3%	5.3%
Very Dissatisfied	3.3%	1.9%	5.3%	2.8%

Q7. Public Safety Services: Police Services (Without "Don't Know")

N=2060	Q17k. Have you had contact with the Austin Police Department?			Total
	Yes	No	Don't know	
<u>Q7b. Speed of emergency police response</u>				
Very Satisfied	24.5%	24.9%	20.0%	24.6%
Satisfied	41.4%	44.6%	46.7%	42.6%
Neutral	23.0%	24.5%	20.0%	23.5%
Dissatisfied	7.8%	4.4%	6.7%	6.6%
Very Dissatisfied	3.1%	1.6%	6.7%	2.6%

Q7. Public Safety Services: Police Services (Without "Don't Know")

N=2060	Q17k. Have you had contact with the Austin Police Department?			<u>Total</u>
	<hr/>			
	Yes	No	Don't know	

Q7c. Enforcement of local traffic laws

Very Satisfied	12.5%	13.1%	5.6%	12.7%
Satisfied	38.1%	41.5%	38.9%	39.5%
Neutral	29.9%	31.9%	33.3%	30.7%
Dissatisfied	14.2%	11.0%	11.1%	12.9%
Very Dissatisfied	5.4%	2.4%	11.1%	4.3%

Q8. Which TWO of the public safety services listed above in Question #7 do you think are most important for the City to provide? (Sum of Top Two Choices)

N=2060	Q17k. Have you had contact with the Austin Police Department?			Total
	Yes	No	Don't know	
<u>Sum of Top Two Choices</u>				
Overall quality of police services	46.4%	41.1%	45.5%	44.2%
Speed of emergency police response	33.4%	31.7%	18.2%	32.5%
Enforcement of local traffic laws	10.8%	9.1%	9.1%	10.1%
Overall quality of fire services	24.0%	20.6%	18.2%	22.6%
Timeliness of Fire response to emergency location	22.2%	23.5%	13.6%	22.6%
Medical assistance provided by EMS	17.2%	19.6%	18.2%	18.2%
Timeliness of EMS response to emergency location	21.9%	23.2%	13.6%	22.3%
None chosen	12.5%	18.2%	31.8%	15.0%

Q13. Residential and Neighborhood Services (Without "Don't Know")

N=2060	Q17k. Have you had contact with the Austin Police Department?			<u>Total</u>
	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	<u>_____</u>

Q13j. Code enforcement of weed lots, abandoned vehicles, graffiti and dilapidated buildings

Very Satisfied	8.6%	12.7%	7.7%	10.2%
Satisfied	30.2%	31.7%	53.8%	30.9%
Neutral	29.4%	28.2%	15.4%	28.8%
Dissatisfied	20.2%	18.8%	23.1%	19.7%
Very Dissatisfied	11.5%	8.6%	0.0%	10.3%

Q2. Overall Satisfaction with Major City Services (Without "Don't Know")

N=2060	Q171. Have you had contact with the Austin Fire Department?			<u>Total</u>
	<hr/>			
	Yes	No	Don't know	

Q2c. Overall quality of public safety services

Very Satisfied	29.3%	24.3%	26.1%	25.9%
Satisfied	49.2%	49.6%	52.2%	49.5%
Neutral	14.9%	20.1%	13.0%	18.4%
Dissatisfied	4.5%	3.4%	4.3%	3.8%
Very Dissatisfied	2.2%	2.5%	4.3%	2.4%

Q3. Which THREE of the items in Question #2 do you think are most important for the city to provide? (Sum of Top Three Choices)

N=2060	Q171. Have you had contact with the Austin Fire Department?			Total
	Yes	No	Don't know	
<u>Sum of Top Three Choices</u>				
Overall quality of parks & recreation programs & facilities	18.4%	20.0%	18.5%	19.5%
Overall quality of City libraries	7.2%	7.6%	7.4%	7.5%
Overall quality of public safety services	53.7%	53.2%	48.1%	53.3%
Overall quality of municipal court services	5.7%	4.4%	3.7%	4.8%
Overall quality of the Austin-Bergstrom International Airport	4.9%	5.4%	7.4%	5.3%
Overall quality of drinking water provided by Austin Water Utility	36.5%	38.0%	37.0%	37.5%
Overall quality of wastewater services provided by Austin Water Utility	5.1%	8.4%	3.7%	7.3%

Q3. Which THREE of the items in Question #2 do you think are most important for the city to provide? (Sum of Top Three Choices)

N=2060	Q171. Have you had contact with the Austin Fire Department?			Total
	Yes	No	Don't know	
<u>Sum of Top Three Choices (Cont.)</u>				
Overall quality of electric utility services provided by Austin Energy	23.6%	24.0%	7.4%	23.6%
Overall maintenance of City streets & sidewalks	35.6%	33.9%	29.6%	34.3%
Overall management of stormwater runoff	6.9%	6.0%	7.4%	6.3%
Overall effectiveness of communication by the City of Austin	8.7%	6.5%	3.7%	7.1%
Overall quality of health & human services provided by the City	22.5%	19.1%	44.4%	20.4%
Overall quality of planning, development review, permitting and inspection services	22.7%	21.4%	22.2%	21.8%
Animal Services	5.6%	5.8%	7.4%	5.8%
None chosen	14.9%	19.4%	14.8%	18.1%

Q7. Public Safety Services: Police Services (Without "Don't Know")

N=2060	Q17i. Have you had contact with the Austin Fire Department?			Total
	Yes	No	Don't know	
<u>Q7d. Overall quality of fire services</u>				
Very Satisfied	44.5%	34.1%	23.5%	37.6%
Satisfied	45.5%	50.1%	58.8%	48.6%
Neutral	8.6%	15.1%	17.6%	12.9%
Dissatisfied	1.3%	0.4%	0.0%	0.7%
Very Dissatisfied	0.2%	0.3%	0.0%	0.2%

Q7. Public Safety Services: Police Services (Without "Don't Know")

N=2060	Q17i. Have you had contact with the Austin Fire Department?			<u>Total</u>
	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	

Q7e. Timeliness of Fire response to emergency location

Very Satisfied	48.7%	36.5%	25.0%	40.9%
Satisfied	40.6%	45.0%	62.5%	43.5%
Neutral	9.6%	17.5%	12.5%	14.6%
Dissatisfied	0.9%	0.7%	0.0%	0.8%
Very Dissatisfied	0.2%	0.3%	0.0%	0.3%

Q7. Public Safety Services: Police Services (Without "Don't Know")

N=2060	Q17i. Have you had contact with the Austin Fire Department?			<u>Total</u>
	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	

Q7f. Medical assistance provided by EMS

Very Satisfied	47.7%	36.3%	21.1%	40.1%
Satisfied	40.4%	46.0%	68.4%	44.4%
Neutral	9.8%	16.2%	10.5%	13.9%
Dissatisfied	1.5%	1.0%	0.0%	1.2%
Very Dissatisfied	0.6%	0.4%	0.0%	0.5%

Q8. Which TWO of the public safety services listed above in Question #7 do you think are most important for the City to provide? (Sum of Top Two Choices)

N=2060	Q171. Have you had contact with the Austin Fire Department?			Total
	Yes	No	Don't know	
<u>Sum of Top Two Choices</u>				
Overall quality of police services	42.4%	45.2%	33.3%	44.2%
Speed of emergency police response	34.6%	31.9%	22.2%	32.5%
Enforcement of local traffic laws	10.2%	10.0%	14.8%	10.1%
Overall quality of fire services	24.6%	21.8%	18.5%	22.6%
Timeliness of Fire response to emergency location	23.5%	22.5%	11.1%	22.6%
Medical assistance provided by EMS	19.5%	17.5%	22.2%	18.2%
Timeliness of EMS response to emergency location	23.3%	21.7%	25.9%	22.3%
None chosen	11.2%	16.5%	25.9%	15.0%

Q2. Overall Satisfaction with Major City Services (Without "Don't Know")

N=2060	Q17m. Have you had contact with the			<u>Total</u>
	<u>Emergency Medical Servi...</u>			
	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	
<u>Q2c. Overall quality of public safety services</u>				
Very Satisfied	27.2%	25.1%	20.8%	25.9%
Satisfied	49.5%	49.5%	54.2%	49.5%
Neutral	15.9%	19.8%	16.7%	18.4%
Dissatisfied	3.8%	3.8%	4.2%	3.8%
Very Dissatisfied	3.6%	1.8%	4.2%	2.4%

Q3. Which THREE of the items in Question #2 do you think are most important for the city to provide? (Sum of Top Three Choices)

N=2060	Q17m. Have you had contact with the Emergency Medical Servi...			Total
	Don't know			
	Yes	No	Don't know	
<u>Sum of Top Three Choices</u>				
Overall quality of parks & recreation programs & facilities	17.4%	20.6%	13.8%	19.5%
Overall quality of City libraries	5.8%	8.5%	3.4%	7.5%
Overall quality of public safety services	52.9%	54.1%	31.0%	53.3%
Overall quality of municipal court services	6.3%	4.0%	6.9%	4.8%
Overall quality of the Austin-Bergstrom International Airport	4.5%	5.7%	3.4%	5.3%
Overall quality of drinking water provided by Austin Water Utility	34.0%	39.1%	48.3%	37.5%
Overall quality of wastewater services provided by Austin Water Utility	6.7%	7.6%	10.3%	7.3%

Q3. Which THREE of the items in Question #2 do you think are most important for the city to provide? (Sum of Top Three Choices)

N=2060	Q17m. Have you had contact with the			<u>Total</u>
	<u>Emergency Medical Servi...</u>			
	Yes	No	Don't know	
<u>Sum of Top Three Choices (Cont.)</u>				
Overall quality of electric utility services provided by Austin Energy	23.8%	23.8%	13.8%	23.6%
Overall maintenance of City streets & sidewalks	34.7%	34.4%	20.7%	34.3%
Overall management of stormwater runoff	6.3%	6.2%	10.3%	6.3%
Overall effectiveness of communication by the City of Austin	8.6%	6.3%	3.4%	7.1%
Overall quality of health & human services provided by the City	22.2%	19.3%	34.5%	20.4%
Overall quality of planning, development review, permitting and inspection services	19.7%	22.8%	20.7%	21.8%
Animal Services	6.1%	5.7%	3.4%	5.8%
None chosen	19.1%	17.5%	20.7%	18.1%

Q7. Public Safety Services: Police Services (Without "Don't Know")

N=2060	Q17m. Have you had contact with the Emergency Medical Services Department?			<u>Total</u>
	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	

Q7f. Medical assistance provided by EMS

Very Satisfied	47.4%	35.2%	30.0%	40.1%
Satisfied	41.9%	45.7%	60.0%	44.4%
Neutral	8.8%	17.7%	10.0%	13.9%
Dissatisfied	1.1%	1.2%	0.0%	1.2%
Very Dissatisfied	0.8%	0.2%	0.0%	0.5%

Q7. Public Safety Services: Police Services (Without "Don't Know")

N=2060	Q17m. Have you had contact with the Emergency Medical Services Department?			Total
	Yes	No	Don't know	
<u>Q7g. Timeliness of EMS response to emergency location</u>				
Very Satisfied	46.4%	37.1%	25.0%	40.9%
Satisfied	42.1%	43.3%	65.0%	43.1%
Neutral	10.0%	18.1%	10.0%	14.6%
Dissatisfied	0.6%	1.3%	0.0%	1.0%
Very Dissatisfied	0.8%	0.1%	0.0%	0.4%

Q1. Perceptions of the Community (Without "Don't Know")

N=2060	Q17n. Does Austin Energy provide your electric service?			Total
	Yes	No	Don't know	
<u>Q1e. Overall value that you receive for your City tax dollars & fees</u>				
Very Satisfied	8.9%	7.8%	0.0%	8.7%
Satisfied	32.0%	28.3%	29.2%	31.6%
Neutral	30.3%	30.0%	41.7%	30.4%
Dissatisfied	19.5%	20.6%	29.2%	19.7%
Very Dissatisfied	9.3%	13.3%	0.0%	9.6%

Q2. Overall Satisfaction with Major City Services (Without "Don't Know")

N=2060	Q17n. Does Austin Energy provide your electric service?			<u>Total</u>
	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	

Q2h. Overall quality of electric utility services provided by Austin Energy

Very Satisfied	22.7%	16.5%	7.7%	22.2%
Satisfied	45.3%	36.1%	61.5%	45.1%
Neutral	21.0%	36.1%	23.1%	21.7%
Dissatisfied	6.0%	8.2%	3.8%	6.1%
Very Dissatisfied	5.0%	3.1%	3.8%	4.9%

Q3. Which THREE of the items in Question #2 do you think are most important for the city to provide? (Sum of Top Three Choices)

N=2060	Q17n. Does Austin Energy provide your electric service?			Total
	Yes	No	Don't know	
<u>Sum of Top Three Choices</u>				
Overall quality of parks & recreation programs & facilities	19.6%	18.5%	16.7%	19.5%
Overall quality of City libraries	7.4%	9.0%	6.7%	7.5%
Overall quality of public safety services	53.0%	57.1%	50.0%	53.3%
Overall quality of municipal court services	4.6%	5.3%	10.0%	4.8%
Overall quality of the Austin-Bergstrom International Airport	5.2%	5.8%	6.7%	5.3%
Overall quality of drinking water provided by Austin Water Utility	36.5%	44.4%	56.7%	37.5%
Overall quality of wastewater services provided by Austin Water Utility	7.3%	7.9%	3.3%	7.3%

Q3. Which THREE of the items in Question #2 do you think are most important for the city to provide? (Sum of Top Three Choices)

N=2060	Q17n. Does Austin Energy provide your electric service?			Total
	Yes	No	Don't know	
<u>Sum of Top Three Choices (Cont.)</u>				
Overall quality of electric utility services provided by Austin Energy	24.8%	13.2%	20.0%	23.6%
Overall maintenance of City streets & sidewalks	34.2%	37.6%	23.3%	34.3%
Overall management of stormwater runoff	6.2%	5.8%	10.0%	6.3%
Overall effectiveness of communication by the City of Austin	7.3%	4.2%	10.0%	7.1%
Overall quality of health & human services provided by the City	20.8%	16.4%	23.3%	20.4%
Overall quality of planning, development review, permitting and inspection services	22.0%	22.2%	10.0%	21.8%
Animal Services	5.9%	4.8%	6.7%	5.8%
None chosen	17.6%	22.8%	20.0%	18.1%

Q9. Environmental Services (Without (Don't Know))

N=2060	Q17n. Does Austin Energy provide your electric service?			Total
	Yes	No	Don't know	
<u>Q9c. Energy Conservation program</u>				
Very Satisfied	15.2%	11.7%	5.6%	14.8%
Satisfied	43.2%	42.3%	33.3%	43.0%
Neutral	27.8%	32.8%	44.4%	28.3%
Dissatisfied	9.9%	8.8%	16.7%	9.9%
Very Dissatisfied	4.0%	4.4%	0.0%	4.0%

Q13. Residential and Neighborhood Services (Without "Don't Know")

N=2060	Q17n. Does Austin Energy provide your electric service?			Total
	Yes	No	Don't know	
<u>Q13f. Reliability of your electric service</u>				
Very Satisfied	37.6%	35.3%	31.8%	37.4%
Satisfied	45.9%	48.7%	50.0%	46.1%
Neutral	11.4%	12.6%	18.2%	11.5%
Dissatisfied	3.6%	2.5%	0.0%	3.5%
Very Dissatisfied	1.6%	0.8%	0.0%	1.5%

Q14. Which THREE of the residential and neighborhood services listed above in Question #13 do you think are most important for the City to provide?(Sum of Top Three Choices)

N=2060	Q17n. Does Austin Energy provide your electric service?			Total
	Yes	No	Don't know	
<u>Sum of Top Three Choices</u>				
Quality of residential garbage collection	38.3%	43.4%	40.0%	38.8%
Quality of residential yard waste collection	7.4%	7.4%	10.0%	7.4%
Quality of residential curbside recycling services	16.6%	19.0%	23.3%	16.9%
Household hazardous waste disposal service	10.9%	7.9%	6.7%	10.5%
Bulky item pick-up/removal services	9.9%	9.5%	6.7%	9.9%
Reliability of your electric service	40.2%	24.9%	16.7%	38.5%
Safety of your drinking water	55.0%	56.1%	40.0%	54.9%
Cleanliness of City streets & public areas	29.2%	29.6%	26.7%	29.2%
Cleanliness of your neighborhood	18.2%	19.0%	10.0%	18.2%

Q14. Which THREE of the residential and neighborhood services listed above in Question #13 do you think are most important for the City to provide?(Sum of Top Three Choices)

N=2060	Q17n. Does Austin Energy provide your electric service?			Total
	Yes	No	Don't know	
<u>Sum of Top Three Choices (Cont.)</u>				
Code enforcement of weed lots, abandoned vehicles, graffiti & dilapidated buildings	28.0%	18.5%	6.7%	26.8%
None chosen	20.2%	28.6%	43.3%	21.3%

Q15. Customer Service (Without "Don't Know")

N=2060	Q17n. Does Austin Energy provide your electric service?			Total
	Yes	No	Don't know	
<u>Q15a. Austin Energy customer service</u>				
Very Satisfied	21.7%	9.6%	0.0%	21.0%
Satisfied	47.0%	43.8%	46.2%	46.8%
Neutral	20.6%	37.0%	46.2%	21.4%
Dissatisfied	6.6%	4.1%	7.7%	6.5%
Very Dissatisfied	4.2%	5.5%	0.0%	4.2%

Q13. Residential and Neighborhood Services (Without "Don't Know")

N=2060	Q17o. Does the City of Austin collect garbage at your residence?			Total
	Yes	No	Don't know	
<u>Q13a. Quality of residential garbage collection</u>				
Very Satisfied	37.5%	20.3%	31.4%	36.8%
Satisfied	48.4%	44.9%	45.7%	48.2%
Neutral	8.9%	21.7%	11.4%	9.4%
Dissatisfied	4.0%	7.2%	2.9%	4.1%
Very Dissatisfied	1.2%	5.8%	8.6%	1.5%

Q13. Residential and Neighborhood Services (Without "Don't Know")

N=2060	Q17o. Does the City of Austin collect garbage at your residence?			Total
	Yes	No	Don't know	
<u>Q13b. Quality of residential yard waste collection</u>				
Very Satisfied	30.8%	16.7%	28.6%	30.3%
Satisfied	45.0%	40.0%	39.3%	44.8%
Neutral	15.1%	33.3%	17.9%	15.8%
Dissatisfied	7.1%	5.0%	3.6%	7.0%
Very Dissatisfied	2.0%	5.0%	10.7%	2.2%

Q13. Residential and Neighborhood Services (Without "Don't Know")

N=2060	Q17o. Does the City of Austin collect garbage at your residence?			Total
	Yes	No	Don't know	
<u>Q13c. Quality of residential curbside recycling services</u>				
Very Satisfied	38.5%	20.3%	27.3%	37.7%
Satisfied	45.6%	42.2%	48.5%	45.6%
Neutral	10.0%	25.0%	12.1%	10.5%
Dissatisfied	4.5%	6.3%	6.1%	4.6%
Very Dissatisfied	1.5%	6.3%	6.1%	1.7%

Q13. Residential and Neighborhood Services (Without "Don't Know")

N=2060	Q17o. Does the City of Austin collect garbage at your residence?			<u>Total</u>
	<hr/>			
	Yes	No	Don't know	

Q13d. Household hazardous waste disposal service

Very Satisfied	16.4%	14.8%	5.9%	16.2%
Satisfied	33.9%	31.1%	41.2%	33.8%
Neutral	28.0%	32.8%	35.3%	28.2%
Dissatisfied	15.8%	8.2%	11.8%	15.4%
Very Dissatisfied	6.0%	13.1%	5.9%	6.3%

Q13. Residential and Neighborhood Services (Without "Don't Know")

N=2060	Q17o. Does the City of Austin collect garbage at your residence?			Total
	Yes	No	Don't know	
<u>Q13e. Bulky item pick-up/removal services</u>				
Very Satisfied	29.4%	19.3%	21.7%	29.0%
Satisfied	45.1%	36.8%	34.8%	44.7%
Neutral	16.3%	29.8%	34.8%	16.9%
Dissatisfied	7.3%	3.5%	8.7%	7.2%
Very Dissatisfied	1.9%	10.5%	0.0%	2.2%

Q13. Residential and Neighborhood Services (Without "Don't Know")

N=2060	Q17o. Does the City of Austin collect garbage at your residence?			Total
	Yes	No	Don't know	
<u>Q13h. Cleanliness of City streets and public areas</u>				
Very Satisfied	15.1%	12.2%	11.6%	14.9%
Satisfied	48.6%	48.0%	55.8%	48.8%
Neutral	23.3%	24.5%	18.6%	23.3%
Dissatisfied	10.2%	9.2%	11.6%	10.2%
Very Dissatisfied	2.8%	6.1%	2.3%	3.0%

Q13. Residential and Neighborhood Services (Without "Don't Know")

N=2060	Q17o. Does the City of Austin collect garbage at your residence?			Total
	Yes	No	Don't know	
<u>Q13i. Cleanliness of your neighborhood</u>				
Very Satisfied	24.3%	21.9%	18.2%	24.1%
Satisfied	47.4%	43.8%	50.0%	47.3%
Neutral	15.6%	19.8%	13.6%	15.8%
Dissatisfied	9.1%	7.3%	15.9%	9.2%
Very Dissatisfied	3.6%	7.3%	2.3%	3.7%

Q14. Which THREE of the residential and neighborhood services listed above in Question #13 do you think are most important for the City to provide?(Sum of Top Three Choices)

N=2060	Q17o. Does the City of Austin collect garbage at your residence?			Total
	Yes	No	Don't know	
<u>Sum of Top Three Choices</u>				
Quality of residential garbage collection	39.7%	26.2%	32.7%	38.8%
Quality of residential yard waste collection	7.4%	7.8%	8.2%	7.4%
Quality of residential curbside recycling services	17.2%	13.6%	12.2%	16.9%
Household hazardous waste disposal service	10.6%	11.7%	6.1%	10.5%
Bulky item pick-up/removal services	10.3%	6.8%	0.0%	9.9%
Reliability of your electric service	38.7%	37.9%	32.7%	38.5%
Safety of your drinking water	54.8%	54.4%	57.1%	54.9%
Cleanliness of City streets & public areas	28.7%	32.0%	42.9%	29.2%
Cleanliness of your neighborhood	18.1%	19.4%	18.4%	18.2%

Q14. Which THREE of the residential and neighborhood services listed above in Question #13 do you think are most important for the City to provide?(Sum of Top Three Choices)

N=2060	Q17o. Does the City of Austin collect garbage at your residence?			Total
	Yes	No	Don't know	
<u>Sum of Top Three Choices (Cont.)</u>				
Code enforcement of weed lots, abandoned vehicles, graffiti & dilapidated buildings	26.9%	29.1%	18.4%	26.8%
None chosen	20.9%	24.3%	30.6%	21.3%

Q1. Perceptions of the Community (Without "Don't Know")

N=2060	Q17p. Does the City of Austin provide your home with water and wastewater...			Total
	Yes	No	Don't know	
<u>Q1e. Overall value that you receive for your City tax dollars & fees</u>				
Very Satisfied	8.4%	18.8%	15.2%	8.7%
Satisfied	32.1%	21.9%	15.2%	31.6%
Neutral	30.4%	34.4%	27.3%	30.4%
Dissatisfied	19.7%	15.6%	27.3%	19.7%
Very Dissatisfied	9.5%	9.4%	15.2%	9.6%

Q2. Overall Satisfaction with Major City Services (Without "Don't Know")

N=2060	Q17p. Does the City of Austin provide your home with water and wastewater...			<u>Total</u>
			Don't	
	<u>Yes</u>	<u>No</u>	<u>know</u>	

Q2f. Overall quality of drinking water provided by Austin Water Utility

Very Satisfied	33.1%	37.5%	20.0%	32.9%
Satisfied	45.2%	31.3%	42.5%	44.9%
Neutral	15.3%	28.1%	20.0%	15.6%
Dissatisfied	4.4%	3.1%	12.5%	4.5%
Very Dissatisfied	2.0%	0.0%	5.0%	2.0%

Q2. Overall Satisfaction with Major City Services (Without "Don't Know")

N=2060	Q17p. Does the City of Austin provide your home with water and wastewater...			Total
	Yes	No	Don't know	

Q2g. Overall quality of wastewater services provided by Austin Water Utility

Very Satisfied	24.7%	29.0%	18.2%	24.6%
Satisfied	46.4%	35.5%	57.6%	46.5%
Neutral	21.1%	35.5%	18.2%	21.3%
Dissatisfied	5.2%	0.0%	3.0%	5.1%
Very Dissatisfied	2.6%	0.0%	3.0%	2.6%

Q3. Which THREE of the items in Question #2 do you think are most important for the city to provide? (Sum of Top Three Choices)

N=2060	Q17p. Does the City of Austin provide your home with water and wastewater...			Total
	Yes	No	Don't know	
<u>Sum of Top Three Choices</u>				
Overall quality of parks & recreation programs & facilities	19.5%	9.1%	26.8%	19.5%
Overall quality of City libraries	7.7%	0.0%	4.9%	7.5%
Overall quality of public safety services	53.4%	42.4%	56.1%	53.3%
Overall quality of municipal court services	4.6%	9.1%	9.8%	4.8%
Overall quality of the Austin-Bergstrom International Airport	5.2%	12.1%	2.4%	5.3%
Overall quality of drinking water provided by Austin Water Utility	37.9%	24.2%	31.7%	37.5%
Overall quality of wastewater services provided by Austin Water Utility	7.4%	9.1%	2.4%	7.3%

Q3. Which THREE of the items in Question #2 do you think are most important for the city to provide? (Sum of Top Three Choices)

N=2060	Q17p. Does the City of Austin provide your home with water and wastewater...			Total
	Yes	No	Don't know	
	<u>Sum of Top Three Choices (Cont.)</u>			
Overall quality of electric utility services provided by Austin Energy	23.9%	12.1%	22.0%	23.6%
Overall maintenance of City streets & sidewalks	34.2%	42.4%	31.7%	34.3%
Overall management of stormwater runoff	6.3%	6.1%	4.9%	6.3%
Overall effectiveness of communication by the City of Austin	6.9%	9.1%	12.2%	7.1%
Overall quality of health & human services provided by the City	20.3%	24.2%	24.4%	20.4%
Overall quality of planning, development review, permitting and inspection services	21.8%	21.2%	24.4%	21.8%
Animal Services	5.7%	6.1%	7.3%	5.8%
None chosen	18.1%	33.3%	7.3%	18.1%

Q9. Environmental Services (Without (Don't Know))

N=2060	Q17p. Does the City of Austin provide your home with water and wastewater...			Total
	Yes	No	Don't know	
<u>Q9a. Water and wastewater utility response time to emergencies</u>				
Very Satisfied	14.4%	18.2%	0.0%	14.3%
Satisfied	43.1%	27.3%	35.7%	42.7%
Neutral	33.2%	45.5%	50.0%	33.6%
Dissatisfied	6.8%	4.5%	14.3%	6.9%
Very Dissatisfied	2.5%	4.5%	0.0%	2.5%

Q9. Environmental Services (Without (Don't Know))

N=2060	Q17p. Does the City of Austin provide your home with water and wastewater...			Total
	Yes	No	Don't know	
<u>Q9b. Water Conservation programs within Austin</u>				
Very Satisfied	14.8%	17.9%	8.7%	14.7%
Satisfied	44.3%	32.1%	34.8%	44.0%
Neutral	26.9%	35.7%	39.1%	27.2%
Dissatisfied	10.3%	10.7%	13.0%	10.3%
Very Dissatisfied	3.7%	3.6%	4.3%	3.7%

Q9. Environmental Services (Without (Don't Know))

N=2060	Q17p. Does the City of Austin provide your home with water and wastewater...			Total
	Yes	No	Don't know	
<u>Q9d. The water quality of lakes and streams</u>				
Very Satisfied	12.0%	20.0%	8.0%	12.1%
Satisfied	45.1%	33.3%	36.0%	44.8%
Neutral	31.6%	26.7%	24.0%	31.5%
Dissatisfied	8.7%	10.0%	28.0%	9.0%
Very Dissatisfied	2.6%	10.0%	4.0%	2.7%

Q13. Residential and Neighborhood Services (Without "Don't Know")

N=2060	Q17p. Does the City of Austin provide your home with water and wastewater...			Total
	Yes	No	Don't know	
<u>Q13g. Safety of your drinking water</u>				
Very Satisfied	36.9%	31.0%	40.6%	36.8%
Satisfied	43.1%	44.8%	28.1%	42.9%
Neutral	14.3%	10.3%	18.8%	14.3%
Dissatisfied	4.0%	3.4%	9.4%	4.1%
Very Dissatisfied	1.8%	10.3%	3.1%	2.0%

Q15. Customer Service (Without "Don't Know")

N=2060	Q17p. Does the City of Austin provide your home with water and wastewater...			Total
	Yes	No	Don't know	
<u>Q15b. Water and wastewater utility customer service</u>				
Very Satisfied	20.3%	18.2%	5.6%	20.1%
Satisfied	46.7%	31.8%	27.8%	46.3%
Neutral	24.1%	45.5%	55.6%	24.8%
Dissatisfied	5.7%	4.5%	5.6%	5.7%
Very Dissatisfied	3.1%	0.0%	5.6%	3.1%